

App Store complaint report

Acorns: Save & Invest Money · Acorns Grow Incorporated · current version 4.217.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 1 storefronts (2026-05-01 to 2026-10-21).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	2.89
Reviews with a complaint	132 (44%)
Storefronts	US 300
All-time App Store rating (US)	4.75 from 960,006 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	90	2.4	4.195.0 (8), 4.213.0 (7), 4.202.0 (7)
Bugs	50	2.6	4.204.0 (5), 4.193.0 (5), 4.198.0 (4)
Feature requests	17	2.3	4.204.0 (3), 4.212.1 (2), 4.198.0 (2)
Performance	11	2.7	4.199.0 (2), 4.192.0 (2), 4.214.0 (1)
UX / design	7	2.4	4.212.1 (1), 4.204.0 (1), 4.199.0 (1)
Crashes / freezes	4	2.8	4.192.0 (2), 4.212.1 (1), 4.204.0 (1)
Ads	1	2.4	4.196.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
4.217.0	1	5.0	0%
4.215.0	7	1.6	71%
4.214.0	8	2.6	50%
4.213.0	10	2.3	70%
4.212.1	10	2.7	60%
4.212.0	1	5.0	0%
4.211.0	9	1.9	56%
4.210.0	8	3.5	38%

Representative quotes

Pricing / subscription

“...because it keeps saying my iphone is jailbroken and it’s a new phone. I didn’t have this issue before when I first started using it. I’m paying to use the app and no one seems to know what’s going on with the app. I don’t want to keep paying for something if ” (4★, v4.195.0, US, 2026-05-27)

“Impossible to close accounts or delete profile – I have tried repeatedly to close my accounts, they will not let you if there is no money in them, instead they prompt you to ADD money to your account. You can not cancel subscriptions with open accounts yet can” (1★, v4.193.0, US, 2026-05-16)

Bugs

"Too many pop-ups – Whenever I try to do something I get so many pop ups and questions. I've created a PIN multiple times, but it keeps forgetting it. It makes me set up a new one. There's so many bugs and glitches that I don't trust the app refrain further use." (1★, v4.199.0, US, 2026-06-24)

"No customer support – When there is any issue, only God can help you. Graph doesn't work correctly. No transparency on the actual growth of the portfolio" (1★, v4.204.0, US, 2026-07-31)

Feature requests

"...when trying to click on just about anything, also, every once in a while I'll log in and my money manager is nowhere to be found. Please get it together acorns." (1★, v4.204.0, US, 2026-07-31)

"Scam – I've tried to delete my account, but there's no way to do it. None of the customer service representatives are helping me, and there's no delete option in the app. What's going on here? They're charging me for a supposed \$12 registration that I NEVER si" (1★, v4.204.0, US, 2026-08-01)

Performance

"...has allowed transfers from external accounts and takes from minutes to 2 days max not 2 weeks. It has caused many problems with how slow they are with moving money around, if you don't mind having it take weeks to access money then go ahead but I have to clos" (1★, v4.199.0, US, 2026-06-25)

"Slow to give your money back – Don't try to make a plan for your own money to show up on time. It would probably be faster to have your money sent back to you by horse. It has been multiple occasions where I may start the transfer on a Monday or Tuesday with i" (2★, v4.208.0, US, 2026-08-29)

UX / design

"User interface – The user interface is not intuitive. In fact even when you can get help to work the directions aren't very clear. Screen shots would help tremendously." (4★, v4.212.1, US, 2026-09-24)

"Don't start the trial – I started the trial and still have 26 days to go. I attempted to cancel & it said I had to close all accounts first and withdraw any funds. However, if I withdraw it puts me into negative balance for 30 cents which stops the cancellatio" (1★, v4.198.0, US, 2026-06-20)

Crashes / freezes

"Great idea great concept poor help and communication. – Customer support is really bad. The app crashes a lot. The chat crashes and doesn't always reload. So as long as you don't make a mistake deposit when you meant to withdrawal. Just plan on suffering a lon" (2★, v4.192.0, US, 2026-05-09)

"Never works, it's been taking my money for YEARS – I've had this for years, since it was rocket money. Every time I try to login it doesn't work, but yet they still take my money for the app constantly. I need help accessing the money it's stolen and canceling" (1★, v4.212.1, US, 2026-09-28)

Ads

"Ads too long – I was playing a game and I got an almost 3 minutes long ad of this app. And ad shouldn't be longer than 30 seconds. Any more time gets just annoying and makes you hate the app. I downloaded this just to give it 1 star. Please talk to your market" (1★, v4.196.0, US, 2026-06-05)

The 10 most important fixes

1. Make trials and renewals transparent [Pricing / subscription · 54 reviews · avg severity 2.4/3 · versions 4.213.0, 4.195.0]

Show the renewal date and price before the trial ends; link to cancellation. Surprise charges drive 1-star reviews and refunds.

"God Awful – If you cancel your subscription, they continue to charge you if you don't use the app for long enough. I cancelled my subscription 3 months ago (confirmation emails saying it was cancelled and everything) and checked my bank sta" (1★, US)

2. Answer support requests [Bugs · 47 reviews · avg severity 2.5/3 · versions 4.204.0, 4.215.0]

Add an in-app contact option and reply to these App Store reviews; Apple lets developers respond publicly.

"...my wife turned it off. Recently (2026) followed everything to get the RUs working. I to make sure that I have my called customer to make sure I have everything ready for my RUs. Guess what? For the last few weeks in July 2026, went to Walm" (1★, US)

3. Fix login / account access [Bugs · 34 reviews · avg severity 2.7/3 · versions 4.208.0, 4.212.1]

Audit the sign-in flow (SSO, password reset, verification emails) on the latest version; add clear error messages.

“Signing in – I opened an account but cannot proceed as I cannot type in my details.” (3★, US)

4. Justify or adjust the price [Pricing / subscription · 25 reviews · avg severity 2.4/3 · versions 4.195.0, 4.202.0]

Test a cheaper tier, annual discount or one-time purchase; show what paid users get.

“Disappointing Investment Experience – I gave it a try because it had good reviews. I kept my money invested with them for about a year, but in the end, it just wasn’t the right fit for me. When I withdrew my money, I ended up with signifi” (1★, US)

5. Ease paywall pressure [Pricing / subscription · 4 reviews · avg severity 2.2/3 · versions 4.204.0, 4.215.0]

Keep core features usable for free users or explain clearly what is paid; show the paywall less often.

“Eh – I mean it’s okay it does what it’s says and I haven’t had the app for too long but it already gave me a bad impression. I did the free trial and it immediately upgraded my subscription to a gold subscription which is \$12 dollars a mont” (3★, US)

6. Simplify navigation [UX / design · 3 reviews · avg severity 2.4/3 · versions 4.194.0, 4.199.0]

Run a quick usability test on the screens users mention; remove extra taps and pop-ups.

“Hard to use – I should have to go through 1million men use to do something simple” (1★, US)

7. Fix crash on launch [Crashes / freezes · 2 reviews · avg severity 3.0/3 · versions 4.192.0, 4.212.1]

Check crash logs (Xcode Organizer / Crashlytics) for the affected version and device models first.

“Will not open. – App is frozen and will not open. I’ve deleted and redownloaded but it keeps getting frozen immediately after trying to open it.” (1★, US)

8. Ship the most requested feature [Feature requests · 2 reviews · avg severity 1.9/3 · versions 4.194.0, 4.198.0]

Read the quotes below for the exact request; consider a public roadmap.

“...investors that actually know what they’re doing interested. If it were me, I’d offer a company match for the auto round up which would attract many more investors like me.” (1★, US)

Method: the most recent public App Store reviews across up to 6 storefronts, collected via a third-party Apify scraper, plus the iTunes Lookup API. Reviewer names are not included. Each review was classified by TypeSafe Jev AI (7 complaint categories, 18 specific issues, severity 0-3); fixes are the specific issues ranked by number of complaining reviews × average severity. Advice lines are generic starting points; the quotes are the evidence. AI can misclassify: check the quotes. Not affiliated with Apple. Reply within 7 days for one free clarification.