

App Store complaint report

Bank of America Mobile Banking · Bank of America · current version 26.10.04

Generated 2026-10-23 from the 300 most recent public App Store reviews across 2 storefronts (2016-02-05 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	2.51
Reviews with a complaint	181 (60%)
Storefronts	US 216, CA 84
All-time App Store rating (US)	4.81 from 5,025,270 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	108	2.3	26.09.02 (38), 26.08.04 (16), 26.09.0 (12)
Feature requests	70	2.0	26.09.02 (27), 26.08.04 (14), 26.10.04 (9)
UX / design	65	2.1	26.09.02 (27), 26.08.04 (11), 26.10.04 (6)
Performance	26	2.3	26.09.02 (8), 26.08.04 (6), 26.10.04 (4)
Pricing / subscription	24	2.1	26.09.02 (9), 26.08.04 (7), 21.10.02 (2)
Crashes / freezes	12	2.7	26.09.02 (6), 26.10.04 (2), 20.05.2 (1)
Ads	5	1.8	26.09.02 (3), 26.10.02 (1), 8.0.4 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
26.10.04	24	1.7	75%
26.10.02	14	1.7	71%
26.10.0	11	2.5	73%
26.09.02	95	1.7	77%
26.09.0	22	1.6	73%
26.08.04	39	2.3	69%
26.08.02	5	1.2	80%
26.07.02	1	1.0	100%

Representative quotes

Bugs

“The app never works – Out of all the apps I have on my phone this is the ONLY one to consistently give me issues. 95% of the time the app never wants to open and if you manage to get in everything takes forever to load. I hate this app so much it’s made me con” (1★, v26.09.0, US, 2026-09-06)

“App doesn’t work on iOS 27 on brand new 18 pro – Tried installing and app will not respond to touch. Every other app no issue” (1★, v26.09.02, US, 2026-09-19)

Feature requests

"Add dark mode – Please if you want truly care about your customers please bring a dark mode. I blow my eyes out every time I use this app. There ZERO reason as to why the main app have no dark mode when the useless ai has a form of it" (1★, v26.10.02, US, 2026-10-09)

"They removed the option to see your card on the app :(– Removed the best feature for online shopping" (2★, v26.09.02, US, 2026-10-06)

UX / design

"Terrible app – Difficult to navigate, poorly designed. Easy to get lost." (1★, v26.09.02, US, 2026-09-27)

"The worst app among major banks. – The worst banking app I've used among major banks. The layout is confusing, navigation is frustrating, and nothing feels user-friendly. My autopay turned itself off without me changing anything, which is unacceptable for an a" (1★, v26.09.02, US, 2026-09-23)

Performance

"Slow and clumsy – Quite bad, slow in loading, often give error messages for logging in, and the aesthetics are quite bad." (2★, v26.09.02, US, 2026-10-06)

"Unusable – This app has become unusable on my 14pro. Keeps loading forever." (1★, v26.09.02, US, 2026-09-25)

Pricing / subscription

"worst service ever – worst service to banking no customer service for support waiting for one hour on hold before they call disconnect deduct money every day after that no one available to solve the problem just closing the account" (1★, v26.09.02, US, 2026-10-06)

"Worst Banking App – These folks are clueless and totally incapable of providing any useful services whatsoever. They send me an offer by mail and their app (with their QR) simply doesn't work. Their phone lines aren't open. I've never liked working w BoA and n" (1★, v26.08.04, US, 2026-08-27)

Crashes / freezes

"Buggy process for reporting fraudulent transactions – Obviously designed to fail and frustrate customers' efforts to protect themselves. App freezes repeatedly during the reporting process, eventually the user gives up because there is no other way out of the" (1★, v26.07.02, US, 2026-09-28)

"App use to work fine. Not any more. – This app worked flawless for a long time until the last few updates. Now it grinds away trying go load pages, freezes and gets stuck in screens. Horrible now. Went back to my laptop and flawless banking." (5★, v20.05.2, CA, 2020-07-10)

Ads

"Terrible UI – Switched over from the other banks and their apps were flawless and intuitive. This bank has one of the worst UI's I've ever experienced. You have ads and offers bombarding you in every screen and there's no intuitiveness at all. The stark whit" (2★, v26.10.02, US, 2026-10-09)

"Terrible app – This app is the worst. The basics of checking account and payments is cluttered with deal offers and other useless advertising." (1★, v26.09.02, US, 2026-09-15)

The 10 most important fixes

1. Fix login / account access [Bugs · 49 reviews · avg severity 2.4/3 · versions 26.09.02, 26.10.04]

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

"Text verification doesn't work – Maybe have someone look at the significant delay in text notifications. I can't log in because the 6 digit code through text doesn't work." (1★, US)

2. Simplify navigation [UX / design · 39 reviews · avg severity 2.1/3 · versions 26.09.02, 26.08.04]

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

"Redesign it! As hard to use as hell – This is the worst banking App I ever used. The interface is not organized in an understandable and manageable way. I cannot even find the rewards I already got. Probably they try to hide it lol" (1★, US)

3. Answer support requests [Bugs · 34 reviews · avg severity 2.3/3 · versions 26.09.02, 26.08.04]

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

“awful trash – overengineered garbage. the bot is useless and distracting. everything i need is buried in ten different windows. god help you if you need customer support and have to endure the awful customer service bot because heaven forbi” (1★, US)

4. Ship the most requested feature [Feature requests · 30 reviews · avg severity 1.7/3 · versions 26.09.02, 26.08.04]

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

“Removing weekly pay option? – BofA just removed the option to make automatic weekly payments to your bofa credit card. Now you have to set each week up manually if you want to just send a set amount each week and leave your payments on auto” (1★, US)

5. Soften the redesign backlash [UX / design · 26 reviews · avg severity 1.8/3 · versions 26.09.02, 26.08.04]

Explain the change in-app, restore the most-missed option, or offer a setting for the old behaviour.

“don't like the look of new app – I do not like how the new app looks I don't like the green text and the Font changed it's really tripping me out. i like the bold numbers better” (2★, US)

6. Fix notifications [Bugs · 16 reviews · avg severity 1.9/3 · versions 26.09.02, 26.08.04]

Check notification delivery and let users control frequency in settings.

“Can't get rid of inbox alerts on main screen – Can't get rid of inbox red bubble alerts on main screen even when there are no messages in the inbox. App will constantly display red bubble on main screen icon. If you want to get rid of it th” (2★, US)

7. Fix features broken by the latest update [Bugs · 10 reviews · avg severity 1.8/3 · versions 26.09.02, 26.10.04]

Add regression tests for the features users name in these reviews before the next release.

“Update broke mobile check deposit – App has been pretty good until now, but recent update didn't undergo proper testing before release. Please fix the integration with the camera.” (1★, US)

8. Speed up loading [Performance · 8 reviews · avg severity 2.4/3 · versions 26.09.02, 26.10.04]

Profile cold start and the slowest screens on older devices; cache content.

“App UI is slow and poorly built – BofA should build a native mobile app with Liquid Glass rather than making their bottom nav bar try to fake it. Every tap in your clunky web-based UI has a loading symbol and it's been this way since I had ” (1★, US)

9. Stop data / progress loss [Bugs · 7 reviews · avg severity 2.1/3 · versions 26.10.04, 26.08.04]

Reproduce sync and restore paths; add server-side backup and a visible "restore" option.

“Account – I need your lawyer to contact me Thank you, transactions were deleted from this app” (1★, US)

10. Fix in-use crashes and freezes [Crashes / freezes · 5 reviews · avg severity 2.7/3 · versions 26.09.02, 26.10.04]

Match quoted actions to crash reports; ship a hotfix for the top stack trace.

“Broken app – I now have to go to the website to make credit card payments because the app gets stuck when trying to choose date. Works fine on website. App just freezes up. With the news of major “flaws” in website security reported yesterd” (2★, 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.