

# App Store complaint report

**Binance.US Exchange** · **Buy Crypto** · BAM Trading Services, Inc. · current version 3.49.1

Generated 2026-10-24 from the 300 most recent public App Store reviews across 1 storefronts (2025-10-19 to 2026-10-21).

| Metric                         | Value                      |
|--------------------------------|----------------------------|
| Reviews analysed               | 300 (292 classified by AI) |
| Average stars (these reviews)  | 3.91                       |
| Reviews with a complaint       | 62 (21%)                   |
| Storefronts                    | US 300                     |
| All-time App Store rating (US) | 4.21 from 111,061 ratings  |

## Complaint categories

| Category               | Reviews | Avg severity (0-3) | Most affected versions             |
|------------------------|---------|--------------------|------------------------------------|
| Bugs                   | 36      | 2.5                | 3.31.0 (4), 3.26.1 (4), 3.45.0 (3) |
| Feature requests       | 17      | 2.0                | 3.31.0 (4), 3.46.0 (1), 3.44.1 (1) |
| Pricing / subscription | 13      | 2.4                | 3.25.0 (2), 3.48.1 (1), 3.48.0 (1) |
| Performance            | 11      | 2.4                | 3.47.2 (1), 3.46.0 (1), 3.43.1 (1) |
| UX / design            | 10      | 2.1                | 3.37.0 (3), 3.44.1 (1), 3.39.0 (1) |
| Crashes / freezes      | 3       | 2.8                | 3.38.2 (1), 3.36.2 (1), 3.36.0 (1) |

## Trend by version (newest first)

| Version | Reviews | Avg stars | Complaint share |
|---------|---------|-----------|-----------------|
| 3.49.0  | 3       | 2.0       | 33%             |
| 3.48.1  | 2       | 3.0       | 100%            |
| 3.48.0  | 4       | 2.0       | 75%             |
| 3.47.2  | 5       | 2.6       | 40%             |
| 3.47.1  | 1       | 5.0       | 0%              |
| 3.47.0  | 1       | 5.0       | 0%              |
| 3.46.2  | 2       | 4.0       | 0%              |
| 3.46.0  | 2       | 1.0       | 100%            |

## Representative quotes

### Bugs

“If it works it’s okay if there’s an issue there’s no help. And lowest stake rates around – If it works it’s okay if there’s an actual issue on their end good luck fixing it they just give generic not real answers. Solana network doesn’t take 8 hours to transfe” (1★, v3.46.0, US, 2026-09-03)

“Buggy – Difficult to set up, cascading problems prevented using the app to capture opportunity. Extremely frustrating, not recommended, use alternative brokers IMHO” (3★, v3.24.0, US, 2025-11-04)

### Feature requests

“Scammed – Binance has a form to fill out where you can select the reason you’re using it. I selected to “pay” for things with Crypto. I later find out that isn’t an option after they took their fees from me. I contacted support who told me I also can’t withdra” (1★, v3.24.0, US, 2025-10-22)

"Who are the app developers? 5 year olds? – My grandma could make a better and more intuitive app. You want to look at the graph of a coin and scroll back to the see the previous days or weeks? Good luck lol it's just not possible. They apparently just hire lit" (1★, v3.31.0, US, 2026-02-21)

### **Pricing / subscription**

"Price Manipulation, Bad Listings, Meme Casino – Known to manipulate price and even internal timestamps in order to liquidate you and take your money. Bad listings and rigged against you. You will not find actual value crypto on the app, because they prioritize" (1★, v3.29.0, US, 2026-02-03)

"Don't Use Them! – You'll never get your money back. They are shutting down and currently sitting on users funds for months. They direct you to customer service which if you try to use it - just tells you to wait for someone to connect but nobody ever does. Ab" (5★, v3.48.1, US, 2026-10-11)

### **Performance**

"Scrolling bug on Markets tab on iPhone – I really like the Binance app, but I've noticed a scrolling bug on the Markets tab. It scrolls fine for the first few entries, but after the 4th entry the screen begins "stuttering" and lags. If you tap to another tab (" (3★, v3.24.0, US, 2025-10-24)

"Thieves – One entire month it's taken to be able to get into my account. Now that I'm finally in I'm not able to sell anything. I just want this app out of my life. 38 days to unstake. 38 days. This app is evil run by sadists." (1★, v3.26.1, US, 2025-11-30)

### **UX / design**

"Terrible everything – 3rd rate trading app. Won't let you purchase crypto once you have account set up. Terrible interface. Don't waste your time" (1★, v3.26.1, US, 2025-11-22)

"Predatory fees and scam like withdrawal hurdles. – They are the shadiest crypto exchange I have ever had the displeasure of using. Very easy to buy crypto but they make it extremely difficult and intentionally confusing to withdraw as USD. Do yourself a favor" (1★, v3.27.0, US, 2025-12-16)

### **Crashes / freezes**

"Can't update – I'm trying to log onto my account and it tells me there's an update but when I go to get the update it just keeps on going back to the same thing so I can't get on my account anymore! I might as well cancel it and delete it because it is useless" (1★, v3.36.2, US, 2026-04-30)

"App is frozen – App usually is 5 stars but it's frozen now" (5★, v3.38.2, US, 2026-05-21)

## **The 10 most important fixes**

### **1. Fix login / account access** [Bugs · 23 reviews · avg severity 2.5/3 · versions 3.43.1, 3.26.1]

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

"Account closed – My account was closed after resetting my password and attempting to to log sign in again after a year or so of prior use. They stated that this was a violation of there terms and conditions as this behavior was "speculati" (1★, US)

### **2. Answer support requests** [Bugs · 16 reviews · avg severity 2.7/3 · versions 3.23.0, 3.44.1]

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

"SCAMMERS – The app does not receive transfers from other wallets and their "customer service" is not helpful at all. You will lose your money. DO NOT USE THIS." (1★, US)

### **3. Simplify navigation** [UX / design · 7 reviews · avg severity 2.1/3 · versions 3.37.0, 3.35.2]

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

"Low level app – I've been using the Binance US app for several months. While it is relatively simple, it is not very user-friendly or intuitive. The interface can be confusing at times, and certain features are not as easy to navigate as th" (3★, US)

### **4. Justify or adjust the price** [Pricing / subscription · 3 reviews · avg severity 2.3/3 · versions 3.41.2, 3.40.0]

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

"I like my money back – I like my money back" (1★, US)

### **5. Speed up loading** [Performance · 3 reviews · avg severity 1.8/3 · versions 3.47.2, 3.24.0]

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

"Slow trading – If you can't handle the cryptocurrency fast price fluctuations You seven be a crypto exchange, when I want to buy and sell crypto I need it to be fast, Binance is not that ." (1★, US)

## **6. Ship the most requested feature** [Feature requests · 3 reviews · avg severity 1.3/3 · versions 3.44.1, 3.33.0]

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

“Bring back the dark mode app icon – Bring back the dark mode app icon” (1★, US)

## **7. Soften the redesign backlash** [UX / design · 2 reviews · avg severity 1.5/3 · versions 3.39.0, 3.44.1]

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

““Any deposits sent to old addresses” – “We’re doing this for your safety, making it more difficult and more confusing for all. ”” (1★, US)

Method: the most recent public App Store reviews across up to 15 storefronts, from Apple’s public customer-reviews feed (a third-party scraper as backup), 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.