

# App Store complaint report

**BURGER KING® App** · Burger King Corporation · current version 7.84.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 1 storefronts (2026-08-28 to 2026-10-22).

| Metric                         | Value                      |
|--------------------------------|----------------------------|
| Reviews analysed               | 300 (300 classified by AI) |
| Average stars (these reviews)  | 3.43                       |
| Reviews with a complaint       | 96 (32%)                   |
| Storefronts                    | US 300                     |
| All-time App Store rating (US) | 4.72 from 475,960 ratings  |

## Complaint categories

| Category               | Reviews | Avg severity (0-3) | Most affected versions                |
|------------------------|---------|--------------------|---------------------------------------|
| Bugs                   | 56      | 2.4                | 7.81.0 (18), 7.84.0 (14), 7.82.0 (12) |
| Feature requests       | 33      | 1.9                | 7.82.0 (9), 7.81.0 (9), 7.83.0 (8)    |
| Pricing / subscription | 31      | 2.0                | 7.82.0 (10), 7.83.0 (9), 7.81.0 (6)   |
| Performance            | 30      | 2.4                | 7.81.0 (10), 7.84.0 (6), 7.83.0 (6)   |
| UX / design            | 17      | 2.2                | 7.81.0 (6), 7.84.0 (5), 7.83.0 (4)    |
| Crashes / freezes      | 12      | 2.7                | 7.83.0 (4), 7.82.0 (3), 7.81.0 (3)    |

## Trend by version (newest first)

| Version | Reviews | Avg stars | Complaint share |
|---------|---------|-----------|-----------------|
| 7.84.0  | 55      | 3.4       | 35%             |
| 7.83.0  | 74      | 3.4       | 27%             |
| 7.82.0  | 72      | 3.7       | 32%             |
| 7.81.0  | 80      | 3.2       | 34%             |
| 7.80.0  | 19      | 3.5       | 37%             |

## Representative quotes

### Bugs

“Log in broken – It’s actually impossible to log in and order anything because it keeps saying that the account is a duplicate even when it’s a brand new email that’s never been used. Then if you click on support, all the buttons stop working and it freezes. Gr” (1★, v7.81.0, US, 2026-09-02)

“Worse app – I can’t even log in to my account on app it keep asking me to create account when I made one . I is broken and will never work .” (1★, v7.81.0, US, 2026-09-01)

### Feature requests

“Log in – It does not allow me to access my account, I place my email and there is only to create a new account! not to log in And when trying to contact support, it won't let me select any option; the app freezes.” (1★, v7.81.0, US, 2026-09-11)

“...but the issue persists. What’s the point of offering app-only deals if the app doesn’t actually allow users to access or use them? Please fix the login/profile loading and deal code functionality.” (1★, v7.82.0, US, 2026-09-25)

### Pricing / subscription

"Too expensive, food too small – Food is way too expensive and the patties, everything has shrunk smaller than child size. For over regular adult prices." (1★, v7.82.0, US, 2026-09-16)

"Customer – It's hard! to take advantage of your deals and coupons through the app, bc you have to pay for it through a card which is absolutely mind blowing to me now a days do to all the scamming and identity theft. meat of the situation is this I dnt always ca" (3★, v7.82.0, US, 2026-09-26)

## Performance

"Terrible – The app barely works, it's extremely slow with processing orders and giving actual updates. It doesn't show driver on map only that eta and majority of the time the eta is wrong. Don't bother using it just get it in person or order McDonald's" (1★, v7.83.0, US, 2026-10-03)

"App doesn't work – When checking out, it just loads" (1★, v7.83.0, US, 2026-10-01)

## UX / design

"...between your hard-earned reward or the daily deal. It becomes practically impossible to use both. On top of that, Crowns expire on a confusing calendar-based schedule, forcing you to constantly monitor your balance so you don't lose the value you earned. And" (1★, v7.83.0, US, 2026-10-01)

"Looks like you already have an account" – Can't place any orders as I do not have an account. Never used the app before. Can't create an account because apparently I have an account. Can't use the support as I can't tap either option of "Log in" or "I don't" (1★, v7.84.0, US, 2026-10-20)

## Crashes / freezes

"Doesn't work – Constantly freezes and when I try to log in it wants to sign me up for a new account and I get an error saying I can't have duplicate accounts." (1★, v7.80.0, US, 2026-08-29)

"can't log in – keeps saying i have a duplicate account when i try to log in. i already have an account but when i enter my email, it tries to create a new account. cant contact support through the app either it keeps freezing." (1★, v7.80.0, US, 2026-08-29)

# The 10 most important fixes

### 1. Answer support requests [Bugs · 27 reviews · avg severity 2.3/3 · versions 7.81.0, 7.82.0]

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

"Never received order – Customer support is abysmal. I ordered delivery through the app and said my food won't be ready in an hour. I thought that was weird cause I didn't order much. An hour goes by and then it says looking for driver so n" (1★, US)

### 2. Fix login / account access [Bugs · 16 reviews · avg severity 2.7/3 · versions 7.81.0, 7.84.0]

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

"Terrible experience – The app is completely confusing especially with having to use coupons/promo codes. It makes no sense what you can and can't combine in an order, some of the regular combos and deals are locked behind promos now like th" (1★, US)

### 3. Improve content quality [Feature requests · 18 reviews · avg severity 1.9/3 · versions 7.81.0, 7.82.0]

Review the content areas users name; add a "report a problem" button on content.

"King Dr disregard – My experience was horrible. I waited 15 minutes to get a order. Waited another 30 minutes to get the order in the drive-through get home. The order is completely wrong. I ordered sausage meal didn't receive the sausage. " (1★, US)

### 4. Fix in-use crashes and freezes [Crashes / freezes · 11 reviews · avg severity 2.9/3 · versions 7.83.0, 7.81.0]

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

"Useless – App freezes constantly not allowing checkout or editing of cart, have to delete and reinstall, heaven forbid you try to use a coupon cause Burger King ain't about to let that happen that's an immediate frozen app, not useful at al" (1★, US)

### 5. Speed up loading [Performance · 9 reviews · avg severity 2.6/3 · versions 7.80.0, 7.83.0]

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

"Slow – App is slow to load while making purchases." (2★, US)

### 6. Ship the most requested feature [Feature requests · 8 reviews · avg severity 1.6/3 · versions 7.82.0, 7.81.0]

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

“...times Coke zero is no longer available because they blame. They don’t get it on their truck. There’s no other sugar-free options that are really acceptable other than a Diet Coke Coke zero drinkers don’t necessarily like Diet Coke. You wa” (1★, US)

**7. Justify or adjust the price** [Pricing / subscription · 6 reviews · avg severity 1.9/3 · versions 7.82.0, 7.83.0]

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

“Inflated prices – Even if you do pick up, prices are higher, and food will not be made until you get. App is worthless” (2★, US)

**8. Simplify navigation** [UX / design · 5 reviews · avg severity 2.4/3 · versions 7.81.0, 7.84.0]

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

“...them even let me change though pick up method. There is no need for me to talk to your garbage, fake AI, just give me a menu to select options from.” (1★, US)

**9. Soften the redesign backlash** [UX / design · 5 reviews · avg severity 2.0/3 · versions 7.83.0, 7.81.0]

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

“Used to be really good – The ‘daily special offers’ have changed and are much more limited now and you can’t combine a special offer w/code with actual free crown reward items so I usually don’t even use the crown rewards before they expire” (2★, US)

**10. Make trials and renewals transparent** [Pricing / subscription · 4 reviews · avg severity 2.3/3 · versions 7.82.0, 7.83.0]

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

“...my payment method failed, it was actively charging my cards in the background! It hit my accounts with multiple duplicate charges for an order the app never even processed. Thankfully, my bank flagged it as fraudulent activity and the cred” (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.