

App Store complaint report

Cash App · Block, Inc. · current version 5.75.0

Generated 2026-10-23 from the 300 most recent public App Store reviews across 1 storefronts (2026-10-09 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.55
Reviews with a complaint	84 (28%)
Storefronts	US 300
All-time App Store rating (US)	4.79 from 8,770,073 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	52	2.4	5.73.0 (28), 5.72.1 (13), 5.74 (11)
Pricing / subscription	36	2.3	5.73.0 (20), 5.74 (9), 5.72.1 (7)
Feature requests	14	2.1	5.73.0 (9), 5.72.1 (3), 5.74 (1)
Performance	9	2.3	5.73.0 (4), 5.74 (3), 5.72.1 (2)
Crashes / freezes	4	2.7	5.73.0 (3), 5.74 (1)
UX / design	4	2.3	5.73.0 (2), 5.74 (1), 5.72.1 (1)
Ads	1	1.1	5.74 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
5.74	55	2.9	38%
5.73.0	158	3.6	28%
5.72.1	82	3.8	22%
5.37	2	3.0	0%
5.14	1	5.0	0%
4.78	2	4.0	50%

Representative quotes

Bugs

“Broken – This app doesn’t work with Direct Express! Beware!” (1★, v5.74, US, 2026-10-21)

“Title: Unauthorized charges allowed on locked card—unreliable customer support – Cash App has demonstrated a complete lack of customer support and failure to resolve serious banking errors. My account was compromised when they allowed a transaction to bypass a” (1★, v5.73.0, US, 2026-10-14)

Pricing / subscription

“Scam/unhelpful – first these people take over 20 days to get my first card which I had to reorder because they lost it and I never got compensated , then I have to wait again and have other people pay for my stuff, then the second card comes and the first time” (1★, v5.73.0, US, 2026-10-16)

“Afterpay – Do not order the afterpay card because if you do you will not have access to your cash in your balance because the card is not connected to it. Also while you wait for the card to come you can’t activate the virtual card until the actual card arrive” (1★, v5.73.0, US, 2026-10-18)

Feature requests

“Warnings first – Warning be careful cause if the app gives you options to easily change something and you do it will lock ur account down give you no way of accessing any money then send you links to show proof and keep sending it after they say it will be esc” (2★, v5.72.1, US, 2026-10-12)

“Won’t accept my mailing address – Good luck to me. The app won’t take my full address and the card will probably not get to me.” (3★, v5.72.1, US, 2026-10-12)

Performance

“Terrible. – Literally since I installed cashapp everytime I try to buy something, it’s always something wrong. Not to mention Apple charges me for something I DO NOT owe them and customer support is messy. there’s also a glitch with the money where it freezes ” (1★, v5.73.0, US, 2026-10-17)

“Bugs – Hello please I don’t know why but then my Cash App seems not be opening , I just downloaded it and I have tried opening but it doesn’t open fully it’s just tells me “please wait”, and I would have to wait till I exit my self from the app” (2★, v5.74, US, 2026-10-20)

Crashes / freezes

“App not working since update – App not working since update” (5★, v5.73.0, US, 2026-10-16)

“Rude customer service – Not useful or nice. It’s never their fault their app never works” (1★, v5.73.0, US, 2026-10-14)

UX / design

“My mom gave me my sister credit cards – So basically after me and my sister got our credit card we did not know what to do with them but after days later, which is today, I decided download the Cash App now I tried to think that oh I basically This is easy. I ” (3★, v5.73.0, US, 2026-10-14)

“Dtm – cash app dose to much when i was trying to start one it keeps taking me back to the same thing i well never use this app again” (1★, v5.72.1, US, 2026-10-11)

Ads

“2 day early – Dont get fooled by the two day early adds!” (2★, v5.74, US, 2026-10-21)

The 10 most important fixes

1. Answer support requests [Bugs · 45 reviews · avg severity 2.5/3 · versions 5.73.0, 5.74]

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

“CashApp Lost a Customer Over \$50 – I received a suspicious \$50 request for “food”. Since I never requested “food”, or anything for that matter, it raised concerns. Rather than risk accidentally accepting the request, I contacted CashApp ” (1★, US)

2. Fix login / account access [Bugs · 43 reviews · avg severity 2.5/3 · versions 5.73.0, 5.72.1]

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

“help – i tried to log into my old cashapp account. multiple times i shouldve stopped the second time but now it’s not letting me use the app please fix this now. i have the app downloaded on my ipad and it works perfectly fine but on my pho” (1★, US)

3. Make trials and renewals transparent [Pricing / subscription · 12 reviews · avg severity 2.4/3 · versions 5.73.0, 5.74]

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

“FRAUD – I had \$2500 fraudulently taken from my account. Cash App refused to refund my money even though the charges were clearly from another state no where close to me. I submitted all proof and was told there was nothing they could do.” (1★, US)

4. Justify or adjust the price [Pricing / subscription · 5 reviews · avg severity 2.2/3 · versions 5.73.0, 5.74]

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

“Making you pay for instant withdrawal is a scam – Sometime over the past few months yall have made it take longer to transfer money from your cash app to your bank account, why is this technology is only getting better other apps and servic” (1★, US)

5. Rethink usage limits [Pricing / subscription · 2 reviews · avg severity 2.9/3 · versions 5.73.0, 5.74]

Users read hard limits as a cash grab; consider softer limits or earning more through use.

“Cash App – Honestly, do not download this app. Cash app is a scam every single time you go overboard on a certain spending limit. They just ban your account. They banned both of my accounts mind you I work at Amazon and nothing ever suspici” (5★, US)

6. Ship the most requested feature [Feature requests · 2 reviews · avg severity 1.4/3 · versions 5.73.0, 4.78]

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

“Definitely Effective – Gets the job done conveniently and securely. Just Keep ramping up (1st) on scam/fraud. **prevention ** (2nd) a quicker way to solving claim matters **training** regarding transaction errors that were sent to non exist” (4★, 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.