

App Store complaint report

Chase Mobile®: Bank & Invest · JPMorgan Chase & Co. · current version 4.794

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2014-06-14 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.59
Reviews with a complaint	103 (34%)
Storefronts	CA 100, GB 100, US 100
All-time App Store rating (US)	4.83 from 9,573,420 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	69	2.4	4.794 (24), 2.610 (7), 2.620 (3)
Feature requests	41	2.0	4.794 (11), 2.560 (8), 2.590 (3)
UX / design	22	2.0	4.794 (12), 4.720 (1), 3.751 (1)
Pricing / subscription	15	2.3	4.794 (10), 4.181 (1), 3.810 (1)
Crashes / freezes	9	2.4	4.794 (2), 4.411 (1), 2.620 (1)
Performance	7	2.3	4.794 (2), 4.411 (1), 2.620 (1)
Ads	5	1.7	4.794 (5)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
4.794	100	3.3	41%
4.786	1	1.0	100%
4.780	1	1.0	100%
4.732	3	3.3	33%
4.720	1	1.0	100%
4.708	1	1.0	100%
4.706	1	5.0	0%
4.702	1	2.0	100%

Representative quotes

Bugs

“Mobile Deposit – Mobile Deposit is awful on iPhone 7. Tried over 10 times on a state issued tax refund check. Keep getting picture not clear enough. Deposit into another bank and worked first time. There is a problem. And to boot, kicks me out when trying ” (1★, v2.550, CA, 2016-11-26)

“App sucks – Benefits page never works for me. How am I supposed to utilize the benefits of the card when the app doesn’t let me set anything up? You’d think a company this big wouldn’t have a consistent issue like this.” (1★, v4.794, US, 2026-10-19)

Feature requests

“Depositing Star Check – The software doesn’t allow for deposit of NYS Star Credit check which appears nonsensical. If you want controls put limits on amounts and the number of checks. Please let me know whether I am correct.” (2★, v4.794, US, 2026-10-19)

“Thanks for adding dark mode, but... – It feels like there are features that are just missing from the app. Even simple things like being able to select some transactions from your transaction history and see what the total is.” (3★, v4.794, US, 2026-10-18)

UX / design

“Zelle – Something’s changed, having already logged in and proven I am the owner of my account (through call back) I now additionally need to send an image of a US issued proof of identification. In my case I do not have either a US license or a state license. ” (1★, v4.786, GB, 2026-09-17)

“New Chase program step backwards – This program is not as user friendly as last one. I can’t see last payment amount when paying. Can’t see balance easily. Definitely the new layout is a step backwards.” (1★, v3.751, CA, 2019-03-20)

Pricing / subscription

“Disappointing and Difficult App – The app appears only in vertical orientation. I have a keyboard/cover with my iPad, and thus, prefer if it would work in the horizontal orientation. Then when I used the virtual keyboard with the app, it was very out-of-date” (2★, v2.652, GB, 2017-12-22)

“i miss one – i don't know if i would us this Credit card ever again big house. I miss one payment and they close my account.” (1★, v4.794, US, 2026-10-20)

Crashes / freezes

“It Crashed – When I tried to login using Touch ID apps accept my ID after that it automatically close.” (1★, v2.440, GB, 2015-05-30)

“Stopped working – Stopped working after the last update.” (1★, v4.794, US, 2026-10-19)

Performance

“Worst bank for international users – Their ACH reviewing process is so slow in the 21st century and expires most of the time” (1★, v4.422, GB, 2023-06-30)

“Ultimate Rewards needs work – The Ultimate Rewards redemption is clunky (significant lag) and randomly times out due to supposed inactivity, even in the middle of transactions. Frustrating.” (3★, v2.675, GB, 2018-08-15)

Ads

“Can’t get any help on that app – Useless to get things done besides getting ads, can’t talk to a human since the AI won’t let you.” (1★, v4.794, US, 2026-10-20)

“Works well but the advertising is getting ridiculous – I have no complains about the functionality overall, but the recent update has my transaction feed packed with giant ads, making it difficult just to scroll through and find things. This is a banking app,” (2★, v4.794, US, 2026-10-22)

The 10 most important fixes

1. Fix login / account access [Bugs · 27 reviews · avg severity 2.4/3 · versions 4.794, 2.610]

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

“Transfers are horrible – When I try to sign in or do a transfer I am required to call in to get a code. This is ridiculous. I need to know why this has started. I am considering closing my Vhase accounts if this hideous situation continues.” (1★, US)

2. Answer support requests [Bugs · 12 reviews · avg severity 2.4/3 · versions 4.794, 4.312]

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

“Horrible bank – First I never wanted to be a chase customer in the first place I was looking to purchase a prepaid visa So for over 10 years, I’ve been a customer and experienced number of issues. let’s go ahead and list those in order ” (1★, US)

3. Soften the redesign backlash [UX / design · 12 reviews · avg severity 2.1/3 · versions 4.794, 4.650]

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

“The new version is worse – The old version can see the business credit card but not this one.” (1★,

GB)

4. Ship the most requested feature [Feature requests · 13 reviews · avg severity 1.7/3 · versions 4.794, 2.540]

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

“Touch ID – Please add TouchID to login” (3★, CA)

5. Stop data / progress loss [Bugs · 6 reviews · avg severity 2.2/3 · versions 4.794, 2.550]

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

“Update application – When the update was done I lost my business account linked” (1★, US)

6. Improve content quality [Feature requests · 6 reviews · avg severity 2.1/3 · versions 4.794, 4.490]

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

“Incorrect account value – App is computing investment portfolio value using incorrect (outdated) prices.” (1★, GB)

7. Fix in-use crashes and freezes [Crashes / freezes · 5 reviews · avg severity 2.6/3 · versions 4.461, 4.411]

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

“Keeps crashing – Literally the worst. I’m trying to book a flight through chase travel and the app keeps crashing” (2★, GB)

8. Fix features broken by the latest update [Bugs · 4 reviews · avg severity 2.1/3 · versions 4.794, 4.650]

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

“Not good – This was a good app before the update I could lock my card but after I can’t lock my card anymore. Not ready liking the app anymore.” (2★, US)

9. Make trials and renewals transparent [Pricing / subscription · 3 reviews · avg severity 2.6/3 · versions 4.794, 4.720]

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

“Predatory practice – I see today they have been charging me \$25 /mo service charge for a savings account! That defeats the purpose! Account closing soon ...” (1★, US)

10. Fix crash on launch [Crashes / freezes · 2 reviews · avg severity 2.9/3 · versions 4.411, 2.440]

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

“Last Update 2 days ago – After the last update Chase app freezes as soon as it opens on my iPad Pro. It does work on my iphone but freezes on my 2021 iPad Pro running the latest IOS with updates.” (2★, CA)

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.