

# App Store complaint report

**Coffee Meets Bagel: Dating App** · Coffee Meets Bagel, Inc · current version 10.8.2

Generated 2026-10-24 from the 300 most recent public App Store reviews across 2 storefronts (2024-06-26 to 2026-10-22).

| Metric                         | Value                      |
|--------------------------------|----------------------------|
| Reviews analysed               | 300 (300 classified by AI) |
| Average stars (these reviews)  | 1.67                       |
| Reviews with a complaint       | 204 (68%)                  |
| Storefronts                    | US 159, CA 141             |
| All-time App Store rating (US) | 4.34 from 22,144 ratings   |

## Complaint categories

| Category               | Reviews | Avg severity (0-3) | Most affected versions               |
|------------------------|---------|--------------------|--------------------------------------|
| Pricing / subscription | 139     | 2.5                | 10.6.3 (21), 10.4.1 (14), 10.5.3 (9) |
| Bugs                   | 83      | 2.5                | 10.6.3 (18), 10.5.3 (7), 10.6.0 (7)  |
| Feature requests       | 71      | 2.5                | 10.6.3 (12), 10.4.1 (8), 10.5.2 (5)  |
| UX / design            | 19      | 2.4                | 10.6.3 (2), 10.6.2 (2), 10.6.1 (2)   |
| Performance            | 15      | 2.6                | 10.6.3 (4), 10.5.3 (4), 10.6.0 (2)   |
| Crashes / freezes      | 11      | 2.7                | 10.5.3 (3), 10.6.3 (2), 10.6.0 (2)   |

## Trend by version (newest first)

| Version | Reviews | Avg stars | Complaint share |
|---------|---------|-----------|-----------------|
| 10.8.2  | 2       | 1.0       | 100%            |
| 10.8.1  | 6       | 1.2       | 67%             |
| 10.8.0  | 6       | 2.0       | 67%             |
| 10.6.3  | 50      | 2.0       | 70%             |
| 10.6.2  | 16      | 1.5       | 69%             |
| 10.6.1  | 14      | 1.3       | 71%             |
| 10.6.0  | 9       | 1.2       | 100%            |
| 10.5.3  | 23      | 1.8       | 65%             |

## Representative quotes

### Pricing / subscription

“Money grab – Literally cant communicate with anyone without paying for a subscription. Cant like people without paying to replenish your beans. Why not just charge a fee to use the app to begin with? Deleting account. Dont waste ur time.” (1★, v9.5.0, CA, 2024-09-27)

“...up twice. Didn't feel like talking to a person — felt like being kept on the hook. Honestly it felt like a plant to push me toward paying for premium, which was the only way I matched with this person. They sat in my “likes you” for two months and never showe” (1★, v10.6.3, US, 2026-09-16)

### Bugs

“...to do that, I need to provide a phone number linked to an existing account. But I can’t create an account because the app doesn’t work. So writing this review is the only way I can submit a report of the issue, sorry.” (1★, v9.14.0, CA, 2025-04-17)

"...frustrating is that you can't simply keep swiping or refresh your suggestions, you have to wait until the next refresh. This makes the issue even more noticeable because a significant portion of the limited suggestions I receive aren't even people I'm interes" (2★, v10.6.3, US, 2026-09-20)

## Feature requests

"...people would repeatedly send likes and hearts, even after I had already X'd them out. They just kept coming back! There should be an option to permanently block or remove profiles you're not interested in so they don't keep appearing in your searches. I also " (1★, v10.6.3, US, 2026-09-25)

"Pay to play (or date) – I tried the free version and it was bad. So many locked features. Confusing interface. Poor design. Everything you think you'd want to do (like see who likes you) requires \$\$\$" (2★, v9.13.0, CA, 2025-03-18)

## UX / design

"Extremely difficult to use – Difficult to navigate this site , expensive, confusing way to message ppl No customer service , no logical answers to questions on using site Many old or non valid profiles" (1★, v10.6.2, US, 2026-09-02)

"Horrible app – They just upgraded their login process and messed everything up. Asking to create a new account. This is ontop on the 10yr old ui and just bad experience generally with the app. I would strongly suggest you avoid. There are lots of other better " (1★, v9.1.0, CA, 2024-07-04)

## Performance

"Extremely slow – Limited unless you pay for premium. there is a countdown timer that shows you when you will be able to view new matches and for three hours on end the timer is stuck around the 20 minute mark. I deleted it after only using it for half a day." (1★, v10.5.3, CA, 2026-07-31)

"Useless App – I tried making profit multiple times & every time I only reach to the point where I upload my pictures but then the app crashes. Now I just got notification that I got a "new bagel" or something but how did I hit a new bagel if my profile isn't e" (1★, v9.20.0, CA, 2025-09-08)

## Crashes / freezes

"App Freezes When I Try to Like Profiles – The app logs in and opens normally, but as soon as I start clicking "Like" on profiles, the app completely freezes. The screen becomes unresponsive, and the only way to get out of it is to swipe up and force-close the " (1★, v10.6.0, US, 2026-08-08)

"So glitchy – So frustrating to use the app, it keeps freezing" (1★, v10.5.3, CA, 2026-07-24)

## The 10 most important fixes

### 1. Justify or adjust the price [Pricing / subscription · 110 reviews · avg severity 2.5/3 · versions 10.6.3, 10.4.1]

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

"Waste of money – This is expensive to use and not worth the prices at all" (1★, US)

### 2. Ease paywall pressure [Pricing / subscription · 66 reviews · avg severity 2.4/3 · versions 10.6.3, 10.4.1]

Keep core features usable for free users or explain clearly what is paid; show the paywall less often.

"Free Version near unusable – Would get maybe 4-6 recommended profiles a day, kept getting likes but none of the likes I received were showing up in my daily suggested profiles, even days later. Feels like it's designed to make you immediate" (1★, CA)

### 3. Rethink usage limits [Pricing / subscription · 34 reviews · avg severity 2.5/3 · versions 10.6.3, 10.4.1]

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

"Same Old Trap! – If you're looking to check out Coffee Meets Bagel, you should firstly know that there aren't many people on the app due to its novelty. It's a wasteland, and probably will be for a while. Aside from that, CMB is just as use" (1★, CA)

### 4. Fix login / account access [Bugs · 22 reviews · avg severity 2.7/3 · versions 10.6.3, 9.19.0]

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

"Account could not be created – Downloaded the app as first time user, put in my # for first time verification and said "sorry can't find account try again" well duh I'm just making one. Didn't allow to go passed first step. Facing problems " (2★, US)

### 5. Answer support requests [Bugs · 16 reviews · avg severity 2.7/3 · versions 10.6.3, 10.5.3]

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

"...batches have been totally empty for 3 consecutive days with zero matches or suggested profiles loading. I reached out to customer support via email regarding this issue and have received no response or resolution. Please fix this bug or co" (1★, US)

**6. Fix notifications** [Bugs · 10 reviews · avg severity 2.4/3 · versions 10.6.1, 10.5.2]

Check notification delivery and let users control frequency in settings.

"No way to turn off marketing push notifications – The app sends multiple annoying marketing notifications every single day. There are different categories of push notifications in the app, but marketing notifications is not one of them. The" (1★, US)

**7. Ship the most requested feature** [Feature requests · 10 reviews · avg severity 2.2/3 · versions 10.6.3, 10.5.0]

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

"Great except no photo zoom – App has real people. Real convos. MAJOR DOWNSIDE is you can't instant zoom in on photos. Please change the photo view to have instant zoom. We don't want to have to tap multiple times to view a photo. It's supe" (3★, US)

**8. Soften the redesign backlash** [UX / design · 11 reviews · avg severity 1.9/3 · versions 9.4.1, 9.26.2]

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

"Dead app – This app is totally dead. too much scam in this app. It used to be a good one then they changed their strategy to make it totally money oriented app." (1★, CA)

**9. Fix in-use crashes and freezes** [Crashes / freezes · 8 reviews · avg severity 2.8/3 · versions 10.5.3, 10.6.0]

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

"App is unusable – The app freezes every time I hit the hart on someone. I have to close the app and reopen it to fix it. I already uninstalled it and reinstalled it and it's still freezing so don't get this app if you actually want to use i" (1★, US)

**10. Stop data / progress loss** [Bugs · 5 reviews · avg severity 2.5/3 · versions 10.6.3, 10.6.2]

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

"Doesn't work – When the 24 hours is just resets, doesn't give me anything but that useless app" (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.