

App Store complaint report

Coinbase: Buy Crypto & Stocks · Coinbase, Inc. · current version 14.40.46

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-01-29 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.47
Reviews with a complaint	102 (34%)
Storefronts	US 150, GB 100, CA 50
All-time App Store rating (US)	4.68 from 1,797,957 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	58	2.5	14.39.44 (14), 14.37.53 (8), 14.38.54 (4)
Pricing / subscription	37	2.5	14.38.54 (9), 14.39.44 (7), 14.37.53 (7)
Performance	23	2.3	14.39.44 (6), 14.37.53 (4), 14.36.62 (2)
Feature requests	15	2.3	14.37.53 (6), 14.38.54 (3), 14.40.46 (2)
UX / design	13	2.1	14.37.53 (5), 14.40.46 (2), 14.36.62 (1)
Crashes / freezes	9	2.7	14.39.44 (2), 14.14.27 (1), 14.12.20 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
14.40.46	14	3.6	29%
14.39.44	43	3.1	47%
14.38.54	42	3.3	33%
14.37.53	57	3.4	37%
14.36.62	28	3.8	25%
14.35.29	2	1.5	100%
14.34.37	2	3.0	0%
14.33.43	8	3.6	25%

Representative quotes

Bugs

“Portfolio graph issues – The graph on the home page of the app is days, sometimes up to a week, behind real time data. Why is it so hard to get this to work correctly?” (1★, v14.39.44, US, 2026-10-18)

“Trash coding – Devs who made this are horrible, nothing works, login just loops back, browser doesn’t ask for microphone or camera access just says it needs it even when enabled in settings.” (1★, v14.35.29, CA, 2026-09-17)

Pricing / subscription

“scammers – They eat my all money which is 70000 cad and they removed my id as well. When i did talk to them and then said there is no id of your name. I have proof of my money sign in accounts as well. They have their no own rights. Apart from this, when i tr” (1★, v14.33.43, CA,

2026-09-05)

“Easy, but limited with too many guardrails and swaps are outrageously expensive – Update: They finally transferred my money back to my personal wallet after a week of battling with their AI security bot (guessing less security and more friction to keep your fu” (1★, v14.38.54, US, 2026-10-08)

Performance

“Terrible Performance even on newest iPhone 18 Pro Max – This app has given me nothing but trouble and is a laggy mess. It’s been this way for years and it shouldn’t be hard to optimize this app to work faster. Ever since the old Director of Coinbase Advanced I” (1★, v14.36.62, US, 2026-09-27)

“They will waste your money and time – I would not recommend to using it. They kill my time and my money!! The workers are unprofessional!! Unhelpful and also the app is so slow that when I deposit my money it takes days to reflect in my account and they cannot” (1★, v14.31.20, CA, 2026-08-19)

Feature requests

“Steals \$ doesn’t allow you to withdraw – They steal your deposits and secretly removed the option to withdraw money from the app. Avoid at all costs!” (1★, v14.39.44, US, 2026-10-15)

“Good app, but... – Advanced traders need pair-specific price alerts for markets like XRP-USDC on mobile and desktop; asset-only alerts in basic mode are not a workable substitute. There also needs to be a feature to be able to give feedback or get help through t” (4★, v14.37.53, GB, 2026-09-30)

UX / design

“Horrible UI and Fees – Coinbase is the leader in fleecing its traders with upfront fees and hidden spread fees on top. Never would I recommend somebody to hold or utilize Coinbase services. Alternatives are just better. Coinbase is just another soulless corpor” (1★, v14.37.53, US, 2026-10-02)

“Getting worse – The app interface in the last versions has declined in usability, it’s very slow and I often have to close the app and reopen to be able to see the details of a currency. The menu is also less intuitive” (2★, v14.36.62, GB, 2026-09-23)

Crashes / freezes

“Just crashes – Crashes immediately on my iPad.” (1★, v14.12.20, GB, 2026-04-05)

“Scammy app – Everytime crypto dips and you try to buy more this app crashes until crypto goes up again” (5★, v14.4.29, GB, 2026-02-05)

The 10 most important fixes

1. Fix login / account access [Bugs · 27 reviews · avg severity 2.7/3 · versions 14.36.62, 14.37.53]

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

“No issues until recently using it – I haven’t been on Coinbase in some time so I had to “re-log” into it. Okay I slap my email in and I don’t remember my password for all of my accounts. I reset the password and get the code, but every time” (3★, US)

2. Answer support requests [Bugs · 27 reviews · avg severity 2.5/3 · versions 14.37.53, 14.38.54]

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

“Good when it works – Awesome when everything goes smoothly. But things always seem to go wrong at the worst possible time and most of the time, customer service is useless. it will glitch and when your buying crypto switch from debit card” (1★, US)

3. Justify or adjust the price [Pricing / subscription · 15 reviews · avg severity 2.4/3 · versions 14.38.54, 14.37.53]

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

“They take ur money – there is a huge fee for any transaction you make, making it impossible to have profit. When you put in money, withdrawal your money. Or even sell a stock. they will take it from you. Horrible app.” (1★, US)

4. Make trials and renewals transparent [Pricing / subscription · 9 reviews · avg severity 2.4/3 · versions 14.38.54, 14.39.44]

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

“Coin base has stolen money from my account – Coinbase I am in the process of creating a

fraudulent dispute case against your company you have stolen funds from me with unauthorized charges, I was being charged for coinbase 1 for over a year” (1★, US)

5. Simplify navigation [UX / design · 10 reviews · avg severity 2.1/3 · versions 14.37.53, 14.5.35]

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

“Cumbersome!! – Not user friendly and difficult to navigate. I like the website much better than the app even tho the webpage is not great either. I’d expect a lot more from a crypto tech type corp.” (1★, US)

6. Soften the redesign backlash [UX / design · 9 reviews · avg severity 2.2/3 · versions 14.37.53, 14.36.62]

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

“UX is terrible now. What is Cobie doing? – Put the font back. This is a workflow app and the UX should be for utility and avoid major changes. Making all the labels on index pages tiny and going larger on the detail pages is what a designer” (1★, US)

7. Speed up loading [Performance · 8 reviews · avg severity 2.3/3 · versions 14.36.62, 14.7.15]

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

“Used to be a good app but.. – Used to be decent but recently it’s lagging terribly and so so slow .. full of glitches and Coinbase doesn’t seem to care at all” (1★, GB)

8. Fix in-use crashes and freezes [Crashes / freezes · 6 reviews · avg severity 2.4/3 · versions 14.39.44, 14.14.27]

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

“Not able to use ID – Tried several times to provide required ID. Photos of driving license accepted and uploaded, ID photo uploaded. Then app crashes and back to start - gave up” (1★, GB)

9. Ship the most requested feature [Feature requests · 6 reviews · avg severity 2.0/3 · versions 14.37.53, 14.40.46]

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

“they hide usdc deposits – With Coinbase One, you get no fee deposits when transferring directly to USDC. use to be a simple easy to see switch you would turn on. Now the recent app update hides the deposit to USDC and makes it much easier t” (1★, US)

10. Fix crash on launch [Crashes / freezes · 4 reviews · avg severity 3.0/3 · versions 14.7.15, 14.12.20]

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

“CoinBase app crashes in iOS/iPadOS 15.8.6 – It was working OK before the latest update 20 hours ago. Now it crashes and exits immediately. If version 14.7.15 no longer supports iOS/iPadOS 15.8.6 then you ought to have prevented the updat” (1★, GB)

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.