

App Store complaint report

Intuit Credit Karma · Credit Karma, Inc. · current version 26.43

Generated 2026-10-24 from the 300 most recent public App Store reviews across 1 storefronts (2026-09-15 to 2026-10-22).

Metric	Value
Reviews analysed	300 (279 classified by AI)
Average stars (these reviews)	2.97
Reviews with a complaint	116 (39%)
Storefronts	US 300
All-time App Store rating (US)	4.84 from 7,768,871 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	81	2.2	26.41 (23), 26.39 (15), 26.38 (15)
Feature requests	30	2.0	26.40 (7), 26.42 (6), 26.41 (6)
Ads	20	1.9	26.39 (5), 26.40 (4), 26.38 (4)
Performance	16	2.0	26.41 (5), 26.42 (3), 26.40 (3)
UX / design	13	2.0	26.41 (4), 26.39 (3), 26.43 (2)
Pricing / subscription	10	2.1	26.42 (3), 26.39 (3), 26.41 (2)
Crashes / freezes	3	2.7	26.41 (2), 26.42 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
26.43	22	3.0	55%
26.42	60	2.9	32%
26.41	68	2.9	43%
26.40	40	3.3	40%
26.39	59	2.7	36%
26.38	51	3.3	37%

Representative quotes

Bugs

“Was a Member previously. However it no longer works since buying a New iPhone 18 Pro. Just as well. – I bought a New iPhone 18 Pro Max and I did a Cloud Setup. I spent 3 days trying to Set Credit Karma Up. However every time I attempted to Sign Into my Credit ” (1★, v26.42, US, 2026-10-15)

“Apple account sync doesn’t work! Shows savings account balance as a negative number! – I explained to their chatbot and then chatted with a subject matter expert that there was a problem. The chat ended mid discussion. Then, I looked at the web page to report ” (1★, v26.39, US, 2026-09-23)

Feature requests

“...consumerism ads and overpowered my ability to track my spending categories and net cash flow. Now, worst of all, it can no longer do basic addition: income-spending. I can’t even get accurate views of my accounts. I wish Mint never went away and I wasn’t sub” (1★, v26.38, US, 2026-09-16)

"I just want to see my credit score – I downloaded this app simply to look at my credit score every now and then. But now I see my property and accounts with my score is buried behind things I'm not interested in monitoring. I wish I could personalize my home p" (2★, v26.42, US, 2026-10-15)

Ads

"Deleted Account – I've been a user of Credit Karma for 10+ years. Finally deleted my account today; there's just no reason to use this platform. It serves more as an advertisement for intuit products and to put bank offers in front of you. Credit Karma lost it" (2★, v26.39, US, 2026-09-24)

"It's irritating! – Credit Karma does everything it says it does. Their ads on apps are invasive, junking up the browser and flipping people between the App Store and browser ad nauseam. I'm considering deleting the app out of protest and disgust." (4★, v26.38, US, 2026-09-17)

Performance

"Waste of time – After an inordinate amount of time, and multiple "oops" messages from credit karma logon attempts , I rate this site as 0 (no zero star available). Working in IT, I would have expected better performance, but you get what you pay for." (1★, v26.38, US, 2026-09-17)

"Convenient but lags – Sometimes will not work and just freeze" (1★, v26.41, US, 2026-10-06)

UX / design

"Less than zero stars – Used to be Mint.com but now Credit Karma. Mint was great. Easy, intuitive and it works both mobile and web. Credit Karma doesn't work on web. Is ALWAYS having "technical difficulties " and check back later. This is a joke and I only kee" (1★, v26.41, US, 2026-10-12)

"Awful Advertisements – This app needs removed from the App Store until its in game video advertisements have advance buttons large enough to click. The button is so small that the only options are either to allow the App Store redirect or close the game and fo" (1★, v26.39, US, 2026-09-27)

Pricing / subscription

"Lies. Lies. Lies. – Do not believe this company when you read that you will be approved or they will pay you 25 or 50 dollars. That is a tactic they use to draw you in to apply and take a big hit on your credit score. I applied for a 4000 dollar loan that CK " (1★, v26.42, US, 2026-10-20)

"Your app – How come I never see really any progress with my score or anything? Why is money being taken out but no money has been given back even though it's way overdue for so much is supposed to being put back into my savings account ??" (1★, v26.41, US, 2026-10-06)

Crashes / freezes

The 10 most important fixes

1. Improve content quality [Feature requests · 66 reviews · avg severity 2.1/3 · versions 26.41, 26.42]

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

"Inaccurate Information – I have trusted this app for a long time. However, I have never applied for a card through the app until today. Credit Karma said my approval odds were "excellent". I have never had a delinquent payment of any sort i" (1★, US)

2. Answer support requests [Bugs · 30 reviews · avg severity 2.3/3 · versions 26.42, 26.41]

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

"The worst – Customer service is the worst. Been locked out of my account for months. I have sent them all the identification to verify my identity. The website and app is terribly buggy. The bot they use to help sucks. I've sent emails to t" (1★, US)

3. Fix login / account access [Bugs · 25 reviews · avg severity 2.5/3 · versions 26.42, 26.38]

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

"Login – I keep changing my password but I still can't get back into the account? What am I doing wrong?" (5★, US)

4. Fix notifications [Bugs · 21 reviews · avg severity 1.8/3 · versions 26.42, 26.41]

Check notification delivery and let users control frequency in settings.

"Inconsistency information – The constant notification saying there is an update on the score, it's annoying. The data is inconsistent with the bank and even using the respective apps of TransUnion or Equifax the info is no accurate on Credi" (1★, US)

5. Stop data / progress loss [Bugs · 11 reviews · avg severity 2.2/3 · versions 26.41, 26.42]

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

"Doesn't sync data since September – Cash flow doesn't sync data from my accounts" (2★, US)

6. Reduce ad frequency and length [Ads · 10 reviews · avg severity 2.5/3 · versions 26.38, 26.39]

Cap ads per session, avoid unskippable video, and never show ads in the middle of a core task.

"Never – This may be the best product ever. I don't care. I will never, ever use this service entirely due to their aggressive advertising. Pop up ads you can't close, ads that crash your device, ads that force open your browser. Fire your a" (1★, US)

7. Soften the redesign backlash [UX / design · 10 reviews · avg severity 2.3/3 · versions 26.41, 26.38]

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

"Once useful now predatory – I will never use this app again and I'm looking for new tax software so I never use any intuit products again. This app was originally great and so helpful but once intuit bought it everything changed. Now there " (1★, US)

8. Ship the most requested feature [Feature requests · 8 reviews · avg severity 1.7/3 · versions 26.42, 26.41]

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

"Hate Update – Looks like I had given it a 5 star rating years ago and raved how much I loved them. Well, I still appreciate the service I get from them, I just hate an Application change they made that messes with my headed/ADHD on top of o" (1★, US)

Method: the most recent public App Store reviews across up to 15 storefronts, from Apple's public customer-reviews feed (a third-party scraper as backup), 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.