

App Store complaint report

Crypto.com: Trade Every Market · Crypto.com · current version 3.243

Generated 2026-10-24 from the 300 most recent public App Store reviews across 12 storefronts (2026-08-20 to 2026-10-21).

Metric	Value
Reviews analysed	300 (296 classified by AI)
Average stars (these reviews)	2.84
Reviews with a complaint	136 (45%)
Storefronts	US 124, CA 47, GB 42, FR 22, AU 14, DE 13, IT 12, NL 10
All-time App Store rating (US)	4.66 from 335,711 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	78	2.4	3.242 (21), 3.241 (13), 3.242.10 (11)
Pricing / subscription	54	2.4	3.240 (11), 3.241 (10), 3.241.10 (9)
Performance	23	2.4	3.242 (5), 3.241 (5), 3.240 (4)
Feature requests	22	2.0	3.242 (12), 3.242.11 (2), 3.242.10 (2)
UX / design	20	2.1	3.242 (6), 3.242.10 (4), 3.241.10 (3)
Crashes / freezes	4	2.9	3.242.10 (2), 3.242.11 (1), 3.240 (1)
Ads	1	2.0	3.239.10 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
3.242.11	28	3.0	43%
3.242.10	40	2.9	45%
3.242	61	2.6	57%
3.241.10	29	2.8	45%
3.241	59	3.3	41%
3.240	54	2.6	41%
3.239.10	29	2.7	41%

Representative quotes

Bugs

“Awful service – I’ve spoken to customer service about 5 times and once they don’t know how to fix my issue, they just close the chat. It takes them 24 hours to even respond. It’s awful. I have 30k trapped on their ridiculous platform. I have a login issue whe” (1★, v3.239.10, GB, 2026-08-23)

“Unable to log in with my Apple device and retrieve what is mine. – I keep getting server time out error. I hardly use the app and Apple keeps offloading it and then I can’t access what I’ve purchased on the app. This is the only app that I have problems with” (1★, v3.241, US, 2026-09-21)

Pricing / subscription

“...to be until the appointed time. To my surprise and chagrin, I received an automated email stating my prediction was wrong and the money was lost. Contacting customer support was first

difficult to find a human, then slow (I had to wait all day for a response,” (1★, v3.241.10, US, 2026-09-25)

“Not what it seems – When this app/company launched, they had an amazing platform and awards system. Now it is over priced, over regulated and really just an expensive bank! You actually get better exchange rates in cash at the airport! Their support is total r” (1★, v3.242, AU, 2026-09-30)

Performance

“☐☐ – The app is very slow it doesn’t open most of the times” (1★, v3.242.11, US, 2026-10-20)

“Scam – Horrible slow support” (1★, v3.242, US, 2026-09-30)

Feature requests

“sneaky – replaced where I would normally be looking at the coins I own but now it just shows me buy options of BTC ETH CRO. I want to curse at you and don’t appreciate your tactics” (1★, v3.241, US, 2026-09-20)

“Not worth the hassle – *Update*~ physical card ordered 7 weeks ago and still no update on ETA nor is there a tracking option. It’s very difficult to transfer funds from the account to the card. You first have to convert your crypto to fiat. Then when I went to” (1★, v3.242.11, MX, 2026-10-21)

UX / design

“...prendront mon commentaire en compte pour modifier cela Je trouve très intéressante cette application, mais ne parle pas bien anglais l’interfaces est très bien mais malheureusement compliqué donc ma question Avez-vous l’intention de traduire cette applicati” (2★, v3.242.10, FR, 2026-10-07)

“Security – I received a fraudulent email claiming to be from Crypto. I attempted to contact customer support to report the issue, but the process was extremely complicated and difficult to navigate. As a result, I was unable to resolve the matter and eventual” (1★, v3.242.10, GB, 2026-10-08)

Crashes / freezes

“Amateurisme !!! – Quand vous avez besoin de l’ouvrir, l’application ne ouvre pas !!! même avec des mises à jour. En parlant des mises à jour c’est tous les trois jours, service clientèle amateur. impossible d’ouvrir l’application depuis maintenant trois jours ” (1★, v3.242.10, FR, 2026-10-07)

“Always having technical difficulties – This is the worst app I have. I’m always having trouble getting into it, getting locked out of it, getting codes for it, and being able to use it. If I can ever get back in, I will make sure and delete my account and tak” (2★, v3.240, US, 2026-09-08)

Ads

“Ridiculous – A pop up ad in the middle of my passcode login?! I can't even finish 6 numbers with getting hit with spam???” (2★, v3.239.10, US, 2026-08-20)

The 10 most important fixes

1. Answer support requests [Bugs · 66 reviews · avg severity 2.4/3 · versions 3.242, 3.240]

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

“Would not recommend – Smooth app, very convenient, honestly want to love it but customer service is horrible. Rarely get the help you need, the card will randomly stop processing payments and been trying to get someone help tax documents s” (1★, US)

2. Fix login / account access [Bugs · 31 reviews · avg severity 2.6/3 · versions 3.241, 3.240]

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

“Broken. Won’t log in. – Used app for years. This update meant my account didn’t work. Wouldn’t send verification emails. Couldn’t speak to a human because I could t verify. I’m currently 4 hours in trying to get this solved. Been ‘escalated” (1★, GB)

3. Justify or adjust the price [Pricing / subscription · 24 reviews · avg severity 2.4/3 · versions 3.242.10, 3.240]

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

“Scam – The most scammers legally approved. Price up , sell price for users is going down. You buy low price, wanna sell , but you will be in minus even cause they stupid rate and plus this rate below market price for 5k different and plus b” (1★, NL)

4. Soften the redesign backlash [UX / design · 19 reviews · avg severity 1.9/3 · versions 3.242, 3.241]

Explain the change in-app, restore the most-missed option, or offer a setting for the old behaviour.
“Interface degradation – The interface to the app is moving in the wrong direction. It has become more difficult to navigate and it’s more difficult to understand the total value of combined holdings of blockchain assets. Consider going back” (4★, US)

5. Simplify navigation [UX / design · 10 reviews · avg severity 2.3/3 · versions 3.242, 3.242.10]

Run a quick usability test on the screens users mention; remove extra taps and pop-ups.
“Terrible – Cluttered, complex, easy to buy, impossible to cash out.” (1★, US)

6. Ship the most requested feature [Feature requests · 11 reviews · avg severity 1.6/3 · versions 3.242, 3.242.11]

Read the quotes below for the exact request; consider a public roadmap.
“Update – I miss how it was before the last couple updates.. we had several options in the prediction market. Now it limits users to just one option which makes it harder to make profit. It should go back to how it was” (2★, US)

7. Fix features broken by the latest update [Bugs · 10 reviews · avg severity 1.6/3 · versions 3.242, 3.240]

Add regression tests for the features users name in these reviews before the next release.
“Back button doesnt work – Reviewing items in my account the back button on the top left doesnt work most of the time. Requires several tries or close the app and re open. Terrible update” (3★, US)

8. Fix notifications [Bugs · 7 reviews · avg severity 2.2/3 · versions 3.242.10, 3.242]

Check notification delivery and let users control frequency in settings.
“Spam emails – Constant spam notifications and emails” (1★, GB)

9. Make trials and renewals transparent [Pricing / subscription · 5 reviews · avg severity 2.7/3 · versions 3.240, 3.239.10]

Show the renewal date and price before the trial ends; link to cancellation. Surprise charges drive 1-star reviews and refunds.
“STOP! – Don’t put money in this app... Google the word spread and look at how much money they will take from you to BOTH buy AND sell crypto. It’s ABSURD. They aren’t upfront about it...it’s like a sneaky hidden charge. Don’t stake money here e” (1★, US)

10. Improve content quality [Feature requests · 5 reviews · avg severity 2.3/3 · versions 3.242, 3.240]

Review the content areas users name; add a "report a problem" button on content.
“...there’s a sucker born every minute, this site counts on it. Started here and then learned the difference, don’t make that mistake!” (2★, 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.