

App Store complaint report

Evernote: AI Notes & Notebook · Evernote Corporation · current version 11.38.7

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-02-05 to 2026-10-21).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	2.12
Reviews with a complaint	230 (77%)
Storefronts	US 200, CA 50, GB 50
All-time App Store rating (US)	4.41 from 77,955 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	164	2.6	11.32.4 (16), 11.33.4 (13), 11.34.3 (12)
Bugs	73	2.6	11.33.4 (7), 11.26.3 (7), 11.30.5 (7)
Ads	60	2.5	11.32.4 (16), 11.34.3 (10), 11.36.3 (9)
UX / design	44	2.5	11.32.4 (7), 11.33.4 (6), 11.34.3 (4)
Feature requests	42	2.5	11.32.4 (4), 11.26.3 (4), 11.23.2 (4)
Performance	26	2.6	11.33.4 (3), 11.26.3 (3), 11.37.4 (2)
Crashes / freezes	12	2.7	11.33.4 (3), 11.35.4 (2), 11.34.3 (2)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
11.38.7	7	1.3	86%
11.37.4	5	1.6	100%
11.36.3	16	1.1	100%
11.35.4	9	1.9	89%
11.35.3	6	1.3	100%
11.34.3	20	1.6	90%
11.33.4	21	1.5	95%
11.32.4	28	1.0	96%

Representative quotes

Pricing / subscription

“Subscription fee is crazy – I’ve been a loyal Evernote user for the last 10 years. With no exaggeration, it is my external brain. I love all the capabilities however the recent price hike of 100% is insane. They no longer have a free option. Their starter tier” (1★, v11.34.3, US, 2026-09-18)

“Evernote Made Me Hate Evernote – I used Evernote for 10-12 years and spent about eight of those meaning to find a better alternative. Disclaimer: I always used the free plan, so yes, I’m complaining about a free service. But Evernote’s longstanding two-device ” (1★, v11.25.6, US, 2026-07-18)

Bugs

"Try a better option – I've been using Evernote for 7 years (since 2019) as a paid professional service, and I have seen severe performance degradation over the last 2-3 years. I got a notice that they increased my yearly subscription price from \$140 to \$240 - " (1★, v11.31.7, US, 2026-08-31)

"Can't Trust With My Notes – I have used Evernote since the beginning. I want to say I used it as early as 2011? But by 2016, I was a heavy user. I had EVERYTHING in there, from personal notes to alllll of my work notes. Most importantly, I had a series of nest" (2★, v11.30.5, US, 2026-08-24)

Ads

"What used to be the best app is now the worst – I have been using Evernote for well over 10 years and for the longest time it was my favorite app and when I used multiple times a day. Recently all of the new internal advertising pop-ups and videos have literal" (1★, v11.32.4, US, 2026-09-03)

"The amount of ads make the free version unusable – The amount of ads is absolutely for the subscription is insane. Used the app for years but am uninstalling now" (1★, v11.32.4, US, 2026-09-05)

UX / design

"Quality has tanked – Used to be amazing. Since bought by bending spoons, search has become trash, ui design tanked, oversold non-functional "ai search" which didn't even perform a fraction as well as their search from 2011! Laughable. Been subscriber since 201" (1★, v11.35.4, US, 2026-09-29)

"That's it I'm cancelling my subscription – I used to love this platform. It was a beacon of clarity and purpose in a sea of half baked nonsense, one that did what you needed it to. Now it's a bad ux that constantly misbehaves, that no one seems to want to fix." (2★, v11.26.3, GB, 2026-07-24)

Feature requests

"Very disappointed long term advocate – I have been an Evernote user for over ten years. Today I was told my two-user Teams plan (already a steep £359 a year) is being discontinued, and that if I do nothing before renewal my account will be "automatically moved" (1★, v11.29.3, GB, 2026-08-15)

"Used to love this app until they eliminated my plan – I loved using evernote as a personal notetaking, and pdf/picture saving of articles for all my personal data. Love having access to my digital filing cabinet wherever I am. Sorting notes into notebooks is " (1★, v11.32.4, US, 2026-09-04)

Performance

"Bugs in Evernote – Ever know has been going downhill rapidly over the last few weeks or months. It's almost unusable on my phone at this point and it's so slow and filled with bugs on the laptop that we're ready to give up and shift to GROK4.7 and shift to usi" (1★, v11.36.3, US, 2026-10-05)

"Not simple – I only wanted a very simple note app but they made it ridiculously complicated with every single update and made it slower. Now when I want to see a note I need to watch an ad. So this is goodbye." (1★, v11.32.4, GB, 2026-09-02)

Crashes / freezes

"Latest update buggy – Latest update makes the app crash more. Freezes. Unusable almost" (1★, v11.35.4, GB, 2026-09-28)

"Will not open – Every time I open the app and try to go to one of my notes. It closes right back out. I try to get a hold of technical support and it's just a endless circle of nothing. What a waste of money I just paid. I've had this out for a while, and I ca" (4★, v11.34.3, US, 2026-09-19)

The 10 most important fixes

1. Justify or adjust the price [Pricing / subscription · 125 reviews · avg severity 2.6/3 · versions 11.34.3, 11.30.5]
Test a cheaper tier, annual discount or one-time purchase; show what paid users get.

"Over priced – Have used this app for close to 10 years to keep track of basic lists and notes. Still works for that but now subject to regular advertising and upgrade prompts (please avoid these) to pay a rate more than the entire cost of a" (2★, CA)

2. Soften the redesign backlash [UX / design · 99 reviews · avg severity 2.5/3 · versions 11.32.4, 11.34.3]

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

"Was a favorite app, \$250 a year now? LOL – Price jump from \$99 to \$250 a year. After 12+ years of using Evernote, I'm done. A ridiculous price increase of 250%. Move my hundreds of notes into the Apple Notes app. Added a new note, ended u" (1★, US)

3. Ease paywall pressure [Pricing / subscription · 76 reviews · avg severity 2.7/3 · versions 11.32.4, 11.34.3]

Keep core features usable for free users or explain clearly what is paid; show the paywall less often.
“Great until... – I have been on Evernote for a long time and have used it extensively but my circumstances have changed and I have come off the premium subscription. This wasn’t a problem until I tried to access my notes on my phone it then p” (1★, GB)

4. Reduce ad frequency and length [Ads · 59 reviews · avg severity 2.6/3 · versions 11.32.4, 11.36.3]

Cap ads per session, avoid unskippable video, and never show ads in the middle of a core task.
“Nothing but ads. – This used to be a well organized app for making notes etc. Now you have to navigate and say no to at least 3 request to upgrade to their premium version every single time you open the app. Lately there is now a no skip v” (1★, US)

5. Stop data / progress loss [Bugs · 21 reviews · avg severity 2.6/3 · versions 11.20.3, 11.26.3]

Reproduce sync and restore paths; add server-side backup and a visible "restore" option.
“They will hold your data hostage. – So difficult to get your data out. I ultimately never did. Lost it.” (1★, US)

6. Simplify navigation [UX / design · 18 reviews · avg severity 2.5/3 · versions 11.33.4, 11.32.4]

Run a quick usability test on the screens users mention; remove extra taps and pop-ups.
“I really dislike Evernote, but have to use it for work – As time has gone on.. ever know makes it harder and harder to find the skip button when they’re trying to sell you premium. They make it harder and harder to navigate away from the ap” (1★, US)

7. Answer support requests [Bugs · 16 reviews · avg severity 2.6/3 · versions 11.30.5, 11.29.3]

Add an in-app contact option and reply to these App Store reviews; Apple lets developers respond publicly.
“Ruined!!! – I’ve been a hardcore Evernote user for over a decade. It was purchased by Bending Spoons, who has DESTROYED it. They keep adding dumb updates that no one asked for, they refuse to fix the problems users actually care about, th” (1★, US)

8. Fix login / account access [Bugs · 15 reviews · avg severity 2.6/3 · versions 11.21.4, 11.30.5]

Audit the sign-in flow (SSO, password reset, verification emails) on the latest version; add clear error messages.
“Trying to access my account – I can’t log into Evernote on my iPhone” (1★, GB)

9. Fix features broken by the latest update [Bugs · 16 reviews · avg severity 2.4/3 · versions 11.20.3, 11.33.4]

Add regression tests for the features users name in these reviews before the next release.
“Scan sucks – I’ve been using this purchased app for more than 10 years. I don’t use all the features but I’m amazed that Evernote keeps adding more features. I used the ‘scan’ feature and I really like it but Recently the ‘scan’ seems to h” (3★, US)

10. Speed up loading [Performance · 15 reviews · avg severity 2.6/3 · versions 11.26.3, 11.37.4]

Profile cold start and the slowest screens on older devices; cache content.
“Horrible AI – I used to love Evernote and used it for everything, but in the past year or so, it’s gotten slow, laggy, and can no longer reliably find documents when you look for them. They’ve done all in one AI and guess what — it doesn’t” (3★, 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.