

App Store complaint report

ExpressVPN · Secure & Fast VPN · Express VPN · current version 12.78.0

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-06-24 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	4.49
Reviews with a complaint	40 (13%)
Storefronts	GB 100, CA 100, US 100
All-time App Store rating (US)	4.68 from 419,683 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	35	2.6	12.76.0 (10), 12.75.0 (5), 12.77.0 (5)
Pricing / subscription	18	2.7	12.76.0 (6), 12.77.0 (3), 12.74.0 (2)
Performance	14	2.6	12.77.0 (3), 12.76.0 (3), 12.68.0 (2)
Crashes / freezes	7	2.6	12.75.0 (1), 12.73.0 (1), 12.71.0 (1)
Feature requests	7	2.1	12.76.0 (2), 12.65.0 (2), 12.75.0 (1)
UX / design	1	2.7	12.65.0 (1)
Ads	1	1.8	12.75.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
12.77.0	29	4.3	21%
12.76.0	67	4.4	15%
12.75.0	36	4.4	17%
12.74.0	19	4.3	16%
12.73.0	12	5.0	8%
12.72.0	17	4.8	6%
12.71.0	32	4.7	6%
12.70.1	10	4.6	10%

Representative quotes

Bugs

“This VPN is not working at all in China – I paid a full month for the service in hope that I could use it while traveling in China. It turned out the VPN didn’t work since the day one I arrived Beijing. I contacted their tech support, they said they were aware” (1★, v12.76.0, US, 2026-10-17)

“Mid – I’m in china Rn and I used it for YouTube but it still couldn’t work but it used to work pretty good pls fix the bug.” (2★, v12.77.0, US, 2026-10-21)

Pricing / subscription

“Save your money. – This VPN doesn’t work in China. The mobile version is very laggy and it is very slow, while the app on my laptop simply doesn’t work at all. I’ve installed this app multiple times,

and I have updated it to the latest version.as per the suppo” (1★, v12.68.0, CA, 2026-07-27)

“Ineffective and no refunds – I bought a monthly subscription which i subsequently cancelled as the VPN is currently ineffective in China. I then went onto the page where i’m supposed to receive a refund, and I find out that there is no refund button?! So i con” (1★, v12.65.0, CA, 2026-07-13)

Performance

“Gone downhill – Used to be good. Recently more & more websites won’t open when connected. The fastest connection is often nowhere near (hundreds of miles away in a different country) and significantly slows my connection even when connected to a local serv” (1★, v12.74.0, GB, 2026-09-28)

“Way too slow!!!! – It used to be good. Nowadays even the Dedicated IP is slow as hell, and the other regular IPs have no connection at all.” (1★, v12.68.0, CA, 2026-08-01)

Crashes / freezes

“Crud – You need to go online to update app. It doesn’t even let you know it needs to be updated it just stops working. So tell me Why should I stay with this company?” (1★, v12.71.0, CA, 2026-08-29)

“Does not work in China – It worked well on the first one week. And then it stopped working, which has passed the refund days(3 days). Very unsatisfied and would not recommend it” (1★, v12.75.0, CA, 2026-10-09)

Feature requests

“Annoying – Constant adverts and request from in the iOS app. Really hate it. Please give an option to turn them off” (2★, v12.75.0, GB, 2026-10-10)

“Sucks with the capital S – You can not do updates You can not update anything else u idiots” (1★, v12.76.0, US, 2026-10-16)

UX / design

Ads

The 10 most important fixes

1. Speed up loading [Performance · 8 reviews · avg severity 2.6/3 · versions 12.76.0, 12.68.0]

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

“Fraud app – This app is not working at all, it’s showing connected vpn successfully, but it will auto disconnect after few minutes, and the connect speed is really slow 5mb/s, and it’s not allow you to do any refund, not recommended,” (1★, CA)

2. Justify or adjust the price [Pricing / subscription · 6 reviews · avg severity 2.6/3 · versions 12.76.0, 12.77.0]

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

“Useless – This app worked well when I first purchased it but most websites block you now using this VPN. So it’s essentially useless. Not worth paying for.” (1★, CA)

3. Answer support requests [Bugs · 5 reviews · avg severity 2.8/3 · versions 12.76.0, 12.65.0]

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

“Still Waiting for My Activation Code or Refund – I purchased a 2-year subscription, but I never received my activation code by email. On top of that, your customer support takes an extremely long time to respond. I’ve been waiting for 48 ho” (1★, CA)

4. Ship the most requested feature [Feature requests · 3 reviews · avg severity 1.9/3 · versions 12.68.0, 12.75.0]

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

“Works well - but no TV App... – Please make an App for LG TVs. That makes me consider leaving your VPN for an other one...” (4★, CA)

5. Fix crash on launch [Crashes / freezes · 2 reviews · avg severity 3.0/3 · versions 12.72.0, 12.68.0]

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

“Scam – Lies about where it connects you and simply doesn’t load most of the time” (1★, GB)

6. Fix login / account access [Bugs · 2 reviews · avg severity 2.3/3 · versions 12.67.1, 12.77.0]

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

“No longer works well in Pakistan – This app used to work well. Now, it’s difficult to log in, and after

login, it is unable to detect a connection when connected to wifi in Pakistan. Defeats the purpose of a vpn if it is blocked in certain" (2★, CA)

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.