

App Store complaint report

PayPal - Pay, Send, Save · PayPal, Inc. · current version 10.8.1

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-05-30 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	1.61
Reviews with a complaint	237 (79%)
Storefronts	US 100, CA 100, GB 100
All-time App Store rating (US)	4.78 from 6,299,141 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	119	2.5	10.5.2 (26), 10.0.1 (21), 10.8.0 (20)
UX / design	96	2.1	10.5.2 (48), 10.8.0 (21), 10.0.1 (6)
Pricing / subscription	65	2.4	8.107.2 (19), 10.5.2 (12), 10.8.0 (8)
Feature requests	54	2.2	10.5.2 (20), 10.8.0 (13), 10.0.1 (4)
Performance	42	2.5	10.0.1 (13), 10.8.0 (6), 10.5.2 (6)
Crashes / freezes	29	2.6	10.0.1 (16), 10.5.2 (3), 10.2.1 (3)
Ads	28	2.1	10.5.2 (15), 10.8.0 (10), 10.5.1 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
10.8.0	51	1.5	86%
10.5.2	94	1.6	82%
10.5.1	7	2.1	57%
10.4.0	15	1.9	93%
10.3.1	7	1.6	71%
10.3.0	4	1.0	100%
10.2.1	9	1.3	89%
10.2.0	7	1.4	86%

Representative quotes

Bugs

“New version looks like a vibe coded mess – Nothing works, websites asking you to use the app to approve payment, it just doesn’t work. When it comes to approving payments through the app it’s completely broken” (1★, v10.5.2, GB, 2026-10-17)

“Last update and IOS 26.6.1 – I loved the app. Everything worked just fine. Only since updating to iOS and the last update from Paypal 2 months ago which had a lot of bugs. It’s just been worse. There’s not updates regarding Paypal credit. Paying using one off ” (2★, v8.107.2, GB, 2026-08-26)

UX / design

"I will stop using this app and service – After their most recent update I absolutely despise the new UI layout, the original layout was clean and easy to navigate now it's a clunky mess with ad spam EVERYWHERE, I'm on this app to send money and make payments n" (5★, v10.8.0, US, 2026-10-20)

"New UI sucks – They removed manual package tracking and the new UI SUCKS! Everything is an add and it's pretty unusable. Also, they package tracking only exists in settings and activity and you can only link your Gmail so if you use another email for tracking," (1★, v10.5.2, US, 2026-10-16)

Pricing / subscription

"No more – Cancel my subscription I no longer wish to pay for a dating site that has done nothing for me" (1★, v8.107.2, CA, 2026-07-19)

"Abysmal service – Seller loses access to account and can no longer provide \$250 worth of product, PayPal refuses to intervene. Will be closing my account immediately. Guess they just get to steal my money without repercussion" (1★, v8.107.2, CA, 2026-07-18)

Feature requests

"From great to trash – Absolute dog water app. Bugged down with in app advertisements galore. I don't use PayPal to watch advertisements or accidentally click draft kings. I don't gamble and want nothing to do With this garbage. However PayPal graciously lets y" (1★, v10.8.0, US, 2026-10-21)

"HATE the new look. – I love paypal but why fix something that wasn't broke? I HATE the new dark look. I can't see it. Plus I can't find anything I need. Please make this optional. This layout sucks" (2★, v10.8.0, US, 2026-10-22)

Performance

"VERY BAD UPDATE – Since the latest update, the PayPal app has been slow and unreliable. It frequently freezes or bugs out, and the overall appearance no longer feels consistent with the previous version. Please improve the app's performance, fix the technical " (1★, v10.8.0, US, 2026-10-19)

"App is worse – Idk how you make an app worse than before. It was working perfectly fine and now with this new update, everything is slow. When I try to change the payment method of my PayPal debit card, it freezes, lags, or just simply won't let me change it o" (2★, v10.0.1, GB, 2026-09-02)

Crashes / freezes

"Unusable – Since the update the app doesn't work. It opens but then gets stuck loading. Tried crashing the app and still doesn't work." (1★, v10.0.1, GB, 2026-09-05)

"Crashing – Hopefully sorted quickly.. since last update my app keeps crashing and just freezes so I have to use the website to access it." (1★, v10.0.1, GB, 2026-09-04)

Ads

"Scummy greedy POS – Yall removed the option to turn off notifications for ads only so i am deleting my account. Go to hell" (1★, v10.5.2, US, 2026-10-15)

"This redesign...just WHY? – The PayPal app has never been much to get excited about, but it's always been functional and relatively simple to use. However, this new app format is absolutely HORRIBLE! It's become a giant advertising & marketing app. The top 2" (1★, v10.8.0, US, 2026-10-22)

The 10 most important fixes

1. Fix login / account access [Bugs · 74 reviews · avg severity 2.6/3 · versions 10.5.2, 8.107.2]

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

"Unusable authentication loop makes paying with PayPal Credit impossibl – I've had a PayPal account for years, mostly using it as a buffer so I don't have to enter my actual card details on sketchy or unfamiliar websites. The standard checko" (1★, GB)

2. Soften the redesign backlash [UX / design · 87 reviews · avg severity 2.1/3 · versions 10.5.2, 10.8.0]

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

"Horrible new interface – Paypal has recently changed the format from a clear and simple design to one that is cluttered with ads, ugly, and time-consuming to navigate. It's truly awful. I've been using Paypal for 5 years, but after this "up" (1★, US)

3. Answer support requests [Bugs · 57 reviews · avg severity 2.5/3 · versions 10.5.2, 8.107.2]

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

publicly.

“Do not use this app – Horrible services. they keep automatically charging me for payments. I did not make one trying to contact customer service got absolutely no response saying it was entirely my fault and nothing has happened to my accou” (1★, CA)

4. Simplify navigation [UX / design · 61 reviews · avg severity 2.1/3 · versions 10.5.2, 10.8.0]

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

“Great App, but complex – A great App, once you get used to it and find out where things are. It’s not intuitive for new users at all, in fact people I support who are new to IT and using Apps can find it very difficult to navigate on their ” (4★, GB)

5. Fix features broken by the latest update [Bugs · 30 reviews · avg severity 2.2/3 · versions 10.5.2, 10.8.0]

Add regression tests for the features users name in these reviews before the next release.

“Not a fan of app update Oct. 2026 – The new app is riddled with AI that does not understand basic query like how to split a purchase after the fact. I used to easily split a transaction from that activity by clicking on a “split transaction” (2★, US)

6. Ship the most requested feature [Feature requests · 26 reviews · avg severity 2.0/3 · versions 10.5.2, 10.8.0]

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

“A step backwards – Not entirely sure why I can no longer see my credit transactions...? Owed a refund that isn’t yet reflected in my balance so I wanted to query it... now the app only shows pending transactions and says to check statements for” (1★, GB)

7. Reduce ad frequency and length [Ads · 25 reviews · avg severity 2.1/3 · versions 10.5.2, 10.8.0]

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

“Crypto ads – Uninstalled after too many notifications advertising their cryptocurrency service and no way to disable it. I bought \$20 of bitcoin for fun 10 years ago and they’ll never let me forget it.” (1★, US)

8. Fix in-use crashes and freezes [Crashes / freezes · 21 reviews · avg severity 2.6/3 · versions 10.0.1, 10.5.2]

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

“Glitchy and Laggy – This app is terrible, especially when you sign up to PayPal credit. The app suddenly freezes and crashes and PayPal credit does not allow you to clear your statement balance. Payments always get stuck. This app needs to” (1★, GB)

9. Make trials and renewals transparent [Pricing / subscription · 15 reviews · avg severity 2.5/3 · versions 8.107.1, 10.8.0]

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

“Don’t use PayPal – I had accidentally placed an order for something I didn’t even have enough money for with PayPal but canceled the order & PayPal still took the money from my bank for the payment & then got the refund then PayPals” (1★, US)

10. Stop data / progress loss [Bugs · 11 reviews · avg severity 2.2/3 · versions 10.5.2, 10.8.0]

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

“Why try to fix something that is not broken? – The previous version of the app was great to use and very simple to pay someone or send money abroad. Your history was remembered and re-sending was so simple. Now all history has been lost and” (2★, 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.