

App Store complaint report

Revolut: send, spend, and save · Revolut Ltd · current version 10.152

Generated 2026-10-20 from the 500 most recent public App Store reviews across 3 storefronts (2026-06-13 to 2026-10-19).

Metric	Value
Reviews analysed	500 (500 classified by AI)
Average stars (these reviews)	4.72
Reviews with a complaint	27 (5%)
Storefronts	US 200, GB 200, CA 100
All-time App Store rating (US)	4.72 from 73,975 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	14	2.6	10.149 (5), 10.151 (3), 10.145 (3)
Feature requests	13	2.1	10.149 (4), 10.142 (2), 10.152 (1)
Pricing / subscription	5	2.0	10.149 (4), 10.152 (1)
Crashes / freezes	4	2.8	10.151 (3), 10.142 (1)
UX / design	2	2.2	10.151 (2)
Performance	1	2.5	10.149 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
10.152	57	4.7	5%
10.151	134	4.8	4%
10.150	8	3.9	12%
10.149	208	4.9	3%
10.148	6	3.7	17%
10.147	2	5.0	0%
10.146.1	18	5.0	0%
10.146	2	4.5	0%

Representative quotes

Bugs

“Won’t work in Canada despite saying it does. Canada is excluded from the address entry. – Zero if possible.” (1★, v10.145, CA, 2026-09-02)

“Bug – Bug bug bug, oblig   de relancer lappli d  s que j’ajoute de l’argent ou que j’en transf  re entre mes comptes c’est insupportable” (1★, v10.142, CA, 2026-08-16)

Feature requests

“Lack of features – Unequal access to features depending on your region One of Revolut’s biggest drawbacks is the difference in feature availability between regions. Users in the Caribbean do not always have access to the same services and tools as users in th” (2★, v10.151, US, 2026-10-14)

“Demande pour Revolut – L’application ne donne pas d’option pour le Canada donc impossible de ce faire un compte au Canada. Il est sûr que si ce serait disponible je me ferais un compte Revolut mais pour l’instant c’est indisponible au Canada.” (2★, v10.142, CA, 2026-08-22)

Pricing / subscription

“The worst experience ever! Stay away! – It’s insane!!! Zero customer support! I’m in touch with the 5th person now about my \$\$\$ that got cleared but never showed up on the app! No one knows anything! Super slow! Unprofessional! PLUS!!! Watch out with transfers” (5★, v10.149, US, 2026-10-06)

“Stole my \$150! Scam – Stole money and doesn’t want to give it back! Don’t sign up for this scam” (1★, v10.149, US, 2026-10-01)

Crashes / freezes

“Crash – Latest version just crashes on start. Love when this happens as there is no any other fkin way to access my account other than the app.” (1★, v10.151, US, 2026-10-14)

“Just terrible – Cool features that I need for my business but TERRIBLE TERRIBLE TERRIBLE platform. You can not do anything on this app without it getting flagged or blocked transactions. Every single day since I’ve used this account it has been down for a couple” (1★, v10.151, US, 2026-10-11)

UX / design

“App complicado – Os valores de conversão são ótimas, porém a usabilidade do app é horrível. Nada intuitiva e complicada para tarefas que deveriam ser simples como receber valores e converter.” (3★, v10.151, US, 2026-10-12)

Performance

The 10 most important fixes

1. Fix login / account access [Bugs · 8 reviews · avg severity 2.6/3 · versions 10.151, 10.150]

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

“Terrible app – Terrible app. Kicked me out of my account and allowed me to add the money from my other card onto Revolut but didn’t allow the money to come through and held it until I confirmed my address. It let me take money out of my oth” (1★, US)

2. Answer support requests [Bugs · 6 reviews · avg severity 2.4/3 · versions 10.149, 10.151]

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

“Zero functions available in the US – If I could, I would give zero stars. I signed up four months ago with Revolut US and I am unable to receive/requests payments from anyone. The entire point of opening a Revolut account was to be able to ” (5★, US)

3. Fix crash on launch [Crashes / freezes · 2 reviews · avg severity 3.0/3 · versions 10.151]

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

“Not working on iPhone 8 anymore though meets minimum OS – Not working on my iPhone 8 anymore through it meets the minimum security and OS updates. It just crashes when opening. Was opening earlier this week to a screen saying my device didn” (1★, US)

4. Simplify navigation [UX / design · 2 reviews · avg severity 2.2/3 · versions 10.151]

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

“Fintech is great App is horrible – App is horrible and not intuitive to use, menus don’t make sense, too many options and icons and buttons just to find basic commands like transfers, view account histories between different accounts, etc” (1★, 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.