

App Store complaint report

Robinhood: Trading & Investing · Robinhood Markets, Inc. · current version 2026.42.1

Generated 2026-10-23 from the 300 most recent public App Store reviews across 2 storefronts (2021-05-27 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.36
Reviews with a complaint	118 (39%)
Storefronts	US 168, GB 132
All-time App Store rating (US)	4.30 from 4,889,926 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Feature requests	51	2.0	2026.41.0 (7), 2026.42.0 (3), 2026.40.0 (3)
Bugs	50	2.4	2026.41.0 (14), 2026.42.0 (4), 2026.40.0 (3)
UX / design	37	2.1	2026.41.0 (9), 2026.42.1 (5), 2026.42.0 (4)
Performance	17	2.2	2026.41.0 (6), 2026.42.0 (2), 2026.11.1 (1)
Pricing / subscription	15	2.5	2026.41.0 (4), 2026.42.1 (2), 2026.42.0 (1)
Crashes / freezes	5	2.4	2026.41.0 (2), 2026.42.0 (1), 2024.35.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
2026.42.1	20	3.0	35%
2026.42.0	31	3.7	32%
2026.41.0	107	3.9	22%
2026.40.0	11	3.1	55%
2026.39.0	2	5.0	0%
2026.38.0	1	1.0	0%
2026.37.0	2	3.0	0%
2026.36.0	2	4.5	0%

Representative quotes

Feature requests

“Good start – The UI is nice and the app is slick but it has a way to go to compete with the other brokers we already have here in the UK. ISA’s, options and access to UK stocks are 3 crucial features that it’s lacking. Without those, there’s absolutely no reas” (2★, v2024.13.1, GB, 2024-04-04)

“Roth IRA Principal locked – After consulting with support they have my principal investment locked behind a 10% loss. My understanding with other Roth IRA you can pull out principal investments at

anytime with now penalty. I've attempted many times and there i" (4★, v2026.41.0, US, 2026-10-14)

Bugs

"App is a bit naff – They don't seem to test the app before shipping it, so it generally has deal breaking bugs like lists rendering with graphs but no labels. It looks like this was thrown together in a drunken evening, shipped, and left to rot. Hire some QA " (1★, v2024.30.0, GB, 2024-08-05)

"Frozen Quotes Scam – ☆☆☆☆☆ I lost trust in Robinhood after a serious issue with an AMD options position. My contract was in the money, and I placed a limit sell order within the displayed bid-ask range—even lowering it toward the bottom of that range—but it n" (1★, v2026.42.0, US, 2026-10-19)

UX / design

"Ui – Ui is very confusing and less intuitive. Struggling so far. Came from EToro's IG and T212 experience" (2★, v2026.19.0, GB, 2026-05-18)

"Confusing app – Really difficult to navigate. Not intuitive at all." (3★, v2026.10.0, GB, 2026-03-11)

Performance

"Laggy app, slow – New app update is considerably slow on launch. Buttons do not respond in a timely fashion, and pages take over a second to load. Insane that a wallet and trading app cannot be coded properly." (1★, v2026.42.0, US, 2026-10-20)

"Broken – I am tired of this app costing me money. The charts are broken and will stop displaying price movement. This isn't a lag either. It will go for multiple minutes without showing any price movement on the charts while the price at the top of the screen " (2★, v2026.41.0, US, 2026-10-15)

Pricing / subscription

"Unable to trade US stocks – This is not good. So I was one of the lucky few to be invited to the beta preview of Robinhood uk. I signed up and enjoying 6 months of use. Spending a lot of money on the platform. Then I got a nasty surprise, a 30% tax bill fro" (1★, v2025.28.0, GB, 2025-07-15)

"Trash App – Don't use this app, they will do anything to take your money while you have small gains but mostly losses. They will also change things that actually help you. For example they had a virtual debit card that was free with the app that helped out a l" (1★, v2026.42.1, US, 2026-10-21)

Crashes / freezes

"Recent updates very buggy – Keeps crashing and freezing, the recent updates ruined this app. Once was great simple one." (2★, v2026.41.0, US, 2026-10-16)

"Option trading – I don't think there is options trading for uk users which is so disappointing I had so much high expectations for the app, just to have it crashed. Not just that but I feel like this app is playing games with me. I hope their add that option t" (3★, v2024.35.0, GB, 2024-09-04)

The 10 most important fixes

1. Answer support requests [Bugs · 29 reviews · avg severity 2.5/3 · versions 2026.41.0, 2026.42.0]

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

"Can't withdraw funds + support is useless – Robinhood makes it incredibly easy to deposit money, but when it's time to withdraw, everything falls apart. My funds are stuck, and I'm unable to withdraw my own money with no clear explanation f" (1★, GB)

2. Fix login / account access [Bugs · 23 reviews · avg severity 2.6/3 · versions 2026.41.0, 2026.31.0]

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

"So bad, got scammed!!! – I opened an account and put money in, forgot login and changed phone number now they won't respond to me and I have lost me money , I would avoid at all costs!!!" (1★, GB)

3. Simplify navigation [UX / design · 24 reviews · avg severity 2.0/3 · versions 2026.41.0, 2026.42.1]

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

"Annoying – Hard to navigate, hidden complications, not worth the time" (1★, GB)

4. Ship the most requested feature [Feature requests · 23 reviews · avg severity 1.8/3 · versions 2026.42.0, 2024.50.3]

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

“No option trading – I thought you give new breeze to bring option trading to UK. Why you skip it? Also why the candlestick chart isn’t show in real time? the only option is per hour. It takes 2 working days if you withdraw money. But take” (3★, GB)

5. Soften the redesign backlash [UX / design · 17 reviews · avg severity 2.0/3 · versions 2026.41.0, 2026.42.1]

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

“Split view screen is unbelievable – Who redesigned this app? Who on earth would think that this is now wonderful? Who came up with this new design. It’s a simple as that. Apparently, Apple won’t let me post what I really wanna say.” (1★, US)

6. Justify or adjust the price [Pricing / subscription · 5 reviews · avg severity 2.4/3 · versions 2026.32.0, 2026.42.0]

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

“Really poor app don’t waste your time – You deposit take seconds, if you buy any stock you will have to exchange sterling in usd so you get charged all money at once. If you buy any stock again you get charged if you sell again you pay fee. ” (1★, GB)

7. Fix in-use crashes and freezes [Crashes / freezes · 3 reviews · avg severity 2.5/3 · versions 2026.41.0, 2024.20.0]

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

“Stuck App Glitch – I’m currently in a trade and RH is stuck. No update in option price. Can’t even exit if I wanted too. Other than that I love the platform.” (4★, US)

8. Speed up loading [Performance · 3 reviews · avg severity 2.3/3 · versions 2026.41.0, 2026.42.0]

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

“App extremely slow on a iPhone 13 Pro Max and has formatting glitch on the m1 iPad Pro. – HUGE slow down. Huge bug on the M1 iPad Pro. The app is is loading sideways. It is lot working. The whole application rotates on its side, which is ” (1★, US)

9. Fix features broken by the latest update [Bugs · 3 reviews · avg severity 1.9/3 · versions 2026.41.0, 2024.48.1]

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

“Broken Update – since the app updated, the RH app stays in portrait mode no matter which way the ipad is oriented.” (1★, US)

10. Make trials and renewals transparent [Pricing / subscription · 2 reviews · avg severity 2.4/3 · versions 2026.41.0, 2026.42.0]

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

“BEWARE! YOU CANT DEACTIVATE ONCE YOU CREATE AN ACCOUNT – I joined Robinhood and linked my bank account and now they have made it impossible to deactivate my account. I finally was able to deactivate after settling balances (which were minim” (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.