

App Store complaint report

Scalable Capital Bank · Scalable AG · current version 26.17

Generated 2026-10-24 from the 300 most recent public App Store reviews across 5 storefronts (2026-08-10 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	2.68
Reviews with a complaint	182 (61%)
Storefronts	DE 272, IT 22, NL 3, FR 2, ES 1
All-time App Store rating (US)	4.64 from 79,837 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	145	2.5	26.15 (86), 26.16 (32), 26.11 (8)
Performance	123	2.5	26.15 (84), 26.16 (26), 26.13 (4)
Crashes / freezes	83	2.6	26.15 (63), 26.16 (16), 26.12 (2)
Feature requests	37	2.1	26.16 (12), 26.15 (11), 26.11 (5)
UX / design	28	2.1	26.16 (9), 26.15 (8), 26.13 (3)
Pricing / subscription	10	2.4	26.16 (6), 26.15 (2), 26.13 (1)
Ads	2	1.7	26.13 (1), 26.11 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
26.17	7	4.3	29%
26.16	87	3.1	52%
26.15	111	1.9	86%
26.14	23	3.1	43%
26.13	29	3.5	38%
26.12.1	8	3.6	25%
26.12	13	2.6	46%
26.11	22	2.5	50%

Representative quotes

Bugs

“Technical issues – Since more than a week the app doesn’t work properly on my iPhone or Ipad and this caused me a loss of money, you need to fix the asap because this is not a game it’s financial service!” (1★, v26.15, DE, 2026-09-30)

“...entire app freezes every 1–2 seconds, which is potentially dangerous when trying to react to market movements. Unbelievable that this issue has remained unresolved for more than a week. The iOS beta was available for months. What exactly were you doing durin” (1★, v26.15, DE, 2026-09-25)

Performance

“App performance – App is very slow and lags... very frustrating!” (1★, v26.16, DE, 2026-10-01)

"Performance deteriorated – Latest version is sluggish and slow .. often freezes and requires reopening ." (3★, v26.17, DE, 2026-10-22)

Crashes / freezes

"App crashes – Basically after the last app update today, it has stopped working for ios 27. The app is freezing when opened or it is difficult to scroll or navigate within the app. When you write to support they don't even reply" (1★, v26.15, DE, 2026-09-21)

"App unbrauchbar – Seit ca. 2 Wochen hängt die App nach dem Start und es kommt bei jeder Aktion immer für ein paar Sekunden ein freeze. Absolut unbrauchbar. iPhone 12 Mini und aktuellstes iOS. Bitte endlich um einen Fix, sonst wird zur Konkurrenz gewechselt." (1★, v26.16, DE, 2026-10-04)

Feature requests

"Worst app Don't invest – The orders don't get executed at times. Poor review. Not even worth a star!!!!!! Moreover they don't even have the trending stocks to trade. Stay away - Far better option is Trading 212 IBKR" (1★, v26.13, DE, 2026-09-04)

"...sehr verzögert auf Wischbewegungen. Sekundenlanges warten auf eine Bewegung ist immer gegeben. Das nervt wirklich. Am Styling und Optionen hat sich bis jetzt nichts geändert. Das können andere echt besser." (4★, v26.15, DE, 2026-09-25)

UX / design

"Difficult user interface – Difficult to use esp derivatives; not so user friendly" (1★, v26.14, DE, 2026-09-07)

"Es ist 2026, Leute – Warum kommt die App immer noch mit einer schwarzen Optik à la „Nerd im Keller“? Sollte man nicht langsam mal Dark-Mode _und_ Light-Mode unterstützen? Im Sonnenlicht ist das UI unlesbar" (2★, v26.15, DE, 2026-09-23)

Pricing / subscription

"...time. It now freezes completely when I open a ticker (iPhone 17 Pro). For the longest time it also asks me to upgrade in order to set price alerts when I tap on an alert notification, even though I'm already a paying member. Restarting the app usually fixes it" (1★, v26.16, DE, 2026-10-01)

"Disponibilité des fonds et frais cachés – L'application est pas mal, à première vue. Mais elle ne tient pas ses promesses. Ergonomie douteuse, indicateurs nuls mais surtout, surtout ... indisponibilité des fonds. Ah oui vous pouvez les demander et ils sont virés" (2★, v26.12.1, FR, 2026-08-21)

Ads

"Bewertungen – Die ständigen Popups nerven" (1★, v26.13, DE, 2026-08-31)

The 10 most important fixes

1. Speed up loading [Performance · 98 reviews · avg severity 2.5/3 · versions 26.15, 26.16]

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

"Getting really slow – Good app, better than the alternatives. But... it's unusable how slow and laggy it sometimes is" (2★, DE)

2. Fix in-use crashes and freezes [Crashes / freezes · 39 reviews · avg severity 2.6/3 · versions 26.15, 26.16]

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

"App is stuck on search – Since last 3 days app is not responsive much, hanging during use search, tapping details of stock" (1★, DE)

3. Answer support requests [Bugs · 35 reviews · avg severity 2.5/3 · versions 26.16, 26.15]

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

"Unbrauchbar – Die App reagiert seit mehreren Tagen nicht mehr. Keine Transparenz, keine Kommunikation, kein Support. Das sieht man auch an den Antworten hier. Und auf der offiziellen Status-Seite wird das Problem komplett vertuscht. Wozu g" (1★, DE)

4. Fix login / account access [Bugs · 20 reviews · avg severity 2.6/3 · versions 26.16, 26.14]

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

"Impossible to log in – The app hangs on "Login being verified Wait a moment until authentication is complete."screen. And when I need to close a position fast. There's also no live support." (1★, DE)

5. Ship the most requested feature [Feature requests · 17 reviews · avg severity 1.7/3 · versions 26.16, 26.15]

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

“Letztes Update – Das letzte Update ist schrecklich in der Performance! Alles hängt und dauert ewig zu laden. Neuinstallation bringt nix. Home Upscroll zurück! Endlich ist der erste Home Klick wieder ein upscroll zum Anfang!! Danke dass i” (2★, DE)

6. Fix crash on launch [Crashes / freezes · 10 reviews · avg severity 2.9/3 · versions 26.15, 26.12]

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

“Seit iOS 27.0.1 unbrauchbar – Bei jedem Start muss ich mich neu einloggen. Oftmals funktioniert es gar nicht. Und hier lasse ich viel Geld da? Schade, bisher hatte es gut funktioniert und hoffe auf ein baldiges Update.” (3★, DE)

7. Simplify navigation [UX / design · 12 reviews · avg severity 2.1/3 · versions 26.16, 26.15]

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

“Bedienung – Ist sehr unübersichtlich. Nicht intuitiv. Man muss sich erst zurecht finden” (2★, DE)

8. Improve content quality [Feature requests · 12 reviews · avg severity 2.1/3 · versions 26.11, 26.16]

Review the content areas users name; add a "report a problem" button on content.

“Good app, support not bank like – App works fine. A lot of promotions, that distract. CS is reachable and answers quickly, but it is a combination of misinterpreting, not listening and incorrect information combined with an AI -sauce answer” (1★, NL)

9. Fix features broken by the latest update [Bugs · 8 reviews · avg severity 2.3/3 · versions 26.15, 26.16]

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

“Performance und Support sind zu verbessern – Aktuelle Ergänzung: Nur noch ein Stern, da die App seit dem letzten Update massiv hängt und sich so nicht wirklich benutzen lässt. Außerdem lassen sich trotz Prime+ keine Preisalarme mehr erstellen” (1★, DE)

10. Justify or adjust the price [Pricing / subscription · 4 reviews · avg severity 2.2/3 · versions 26.16, 26.15]

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

“Bitcoin ETP 0,25% – Ho sottoscritto questo ETP e nella schermata dei costi e in vari video YouTube è riportato un costo annuale di gestione delle 0,15% contro i 0,25% (stesso costo di gestione di DIRECTA)” (1★, IT)

Method: the most recent public App Store reviews across up to 15 storefronts, from Apple’s public customer-reviews feed (a third-party scraper as backup), 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.