

App Store complaint report

Sweatcoin Walking Step Counter · Sweatco Ltd · current version 260.0.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 2 storefronts (2024-11-21 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.16
Reviews with a complaint	114 (38%)
Storefronts	CA 250, US 50
All-time App Store rating (US)	4.53 from 401,228 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	76	2.4	188.0.0 (5), 259.0.0 (4), 186.0.0 (4)
Feature requests	42	2.3	188.0.0 (5), 259.0.0 (2), 221.0.1 (2)
Pricing / subscription	28	2.3	253.0.0 (3), 230.0.0 (2), 203.0.1 (2)
Ads	20	2.3	259.0.0 (3), 253.1.0 (2), 230.0.0 (2)
UX / design	13	2.3	200.0.0 (2), 253.1.0 (1), 253.0.0 (1)
Performance	13	2.4	253.1.0 (2), 256.1.0 (1), 230.0.0 (1)
Crashes / freezes	9	2.8	254.0.0 (1), 232.0.0 (1), 259.0.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
260.0.0	9	4.4	22%
259.0.0	35	4.3	14%
258.0.0	12	4.1	17%
257.0.0	3	3.0	33%
256.1.0	3	2.3	67%
256.0.0	2	3.0	50%
255.0.0	3	3.7	0%
254.0.0	5	3.0	60%

Representative quotes

Bugs

“Bugged – For years they haven’t fixed the issue of ads bugging out and not giving you an option to close them well after the 60 seconds and it doesn’t count, will make you rewatch over and over.” (1★, v259.0.0, US, 2026-10-16)

“Discrepancy in Step Tracking and Request for Reimbursement – I’ve been using Sweatcoin for a while, and while the concept of earning rewards for walking is great, I’ve run into a recurring issue that undermines the app’s credibility. I use a Garmin Fenix 7 Sol” (1★, v188.0.0, CA, 2025-01-05)

Feature requests

"After 1 month, unable to use the buy feature that is literally advertised – Don't install this app if you think you are gonna actually be getting paid to walk, even the option to obtain gift cards with the sweatcoins you earn from walking removes itself after " (1★, v202.0.0, CA, 2025-04-24)

"5 years, 5 buckaroos – I've had this app for a few years, don't think it's worth it if you're not willing to spend on it first. Please return the donation feature so I can make use of these left over coins." (2★, v221.0.1, CA, 2025-10-08)

Pricing / subscription

"New update – They changed it so that you have to pay for premium to exchange credits that have a horrible conversion rate and u can't even earn anything it's just a flat out scam! Pls never download this app it's a scam. U can probably walk for a decade and ge" (1★, v253.0.0, CA, 2026-08-10)

"...coupon it didn't even work, and it took my sweat coins but never gave me a promo code. Don't waste your time thinking you'll get a big payout - even with premium, you're decades away from redeeming a code that won't even work." (1★, v220.0.1, CA, 2025-09-24)

Ads

"I'd rate it lower if I could – You basically spend hours watching ads for nothing. The app is extremely glitchy and even a reinstall did nothing to improve it. The bonuses and sweat coins you are supposed to get for partner deals are not deposited. I was told " (1★, v199.1.1, CA, 2025-04-07)

"...in Hungarian? They are just farming data, any way they can. The app doesn't count the steps and you can't do much without constant ads running." (1★, v249.1.0, CA, 2026-07-15)

UX / design

"Down Hill – Used to be really fun with a good interface. Prizes have gotten better with time but there are so many more ads, and the interface has go so downhill. Cant even enter the prize draws because the keyboard won't go away to press the enter button. Do" (2★, v221.0.1, CA, 2025-10-10)

"Compatibility – Not compatible with iPhone 11 It says to give it access on privacy on settings but there is no function of sweatcoin in that segment" (1★, v217.1.0, CA, 2025-09-06)

Performance

"Scam app – Hard to earn points jn this app and accumulate very slow. When you have enough to redeem, they increase the points needed to redeem. I had enough to redeem at one point and tried redeeming, they put me on "verifying account" for 3 days then up the p" (1★, v256.1.0, CA, 2026-09-14)

"Garbage do not buy – First of all it gives off a really virus-y vibe, and you can only sign up using Apple (not that that's a big deal) and you have to walk an INSANEEE amount to even get 1 "sweatcoin" making the redeemables (the whole point of the app) pretty" (1★, v190.0.0, CA, 2025-01-16)

Crashes / freezes

"Update Jan17/26 – App does not open! Fix this" (1★, v232.0.0, CA, 2026-01-18)

"I HATE IT – IT DID NOT LET ME DO ANYTHING so as soon as I go into the game, it says I do not sense whatever whatever it said I don't know, but it won't let me play. What a jerk move." (1★, v191.0.0, CA, 2025-01-30)

The 10 most important fixes

1. Fix login / account access [Bugs · 25 reviews · avg severity 2.5/3 · versions 186.0.0, 200.0.0]

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

"Apple ID only – It will only let me Sign in with Apple ID but my phone won't let me so I can't create an account" (1★, CA)

2. Soften the redesign backlash [UX / design · 21 reviews · avg severity 2.3/3 · versions 253.0.0, 259.0.0]

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

"Not what it seems – The older version was better. They changed it, so now all you do is enter raffles. Where did donating to charities go? Why did you remove it?? I originally downloaded this app years ago since the ads claimed you could re" (2★, CA)

3. Reduce ad frequency and length [Ads · 16 reviews · avg severity 2.4/3 · versions 230.0.0, 259.0.0]

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

"This app is the worst – This app is full of nothing but ads so I decided to delete it ☹" (1★, CA)

4. Improve content quality [Feature requests · 14 reviews · avg severity 2.4/3 · versions 186.0.0, 199.1.1]

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

"Completely innacurate – Was fun for a few days, then it completely stopped tracked my steps with any sort of accuracy. I went from 20K a day on average to 2.5K." (1★, CA)

5. Justify or adjust the price [Pricing / subscription · 13 reviews · avg severity 2.3/3 · versions 253.0.0, 188.0.0]

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

"SCAM - you don't really want real money – You do get "sweat coins" for your achievements but you can't cash out for real money. It's a scam. You can purchase entries to giveaways but what are the actually odds of winning?. Not worth it hone" (1★, CA)

6. Answer support requests [Bugs · 10 reviews · avg severity 2.7/3 · versions 253.1.0, 190.1.0]

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

"NOT IMPRESSED. Waste of my time and money. HORRIBLE/zero customer service. Download WeWard instead. – I paid for premium - DONT PAY FOR PREMIUM. All the perks are based on watching ads which barely load and are very long usually 90 seconds." (1★, CA)

7. Stop data / progress loss [Bugs · 11 reviews · avg severity 2.0/3 · versions 186.0.0, 239.1.0]

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

"It's ok – For the amount of walking that people do on this app, I think having to buy a scratch card for two white coins should be free. I find that if I miss a day sometimes it does not ask me to continue my streaks for 30 coin then I los" (3★, CA)

8. Fix crash on launch [Crashes / freezes · 6 reviews · avg severity 3.0/3 · versions 199.1.0, 232.0.0]

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

"No longer works for me – Every time it launches it shows the loading screen for afew secounds and then goes straight to a bluish purple screen" (1★, CA)

9. Make trials and renewals transparent [Pricing / subscription · 6 reviews · avg severity 2.7/3 · versions 257.0.0, 221.0.1]

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

"Nothing to offer, with annoying notifications. Unable to delete account. – No good rewards in Canada; mainly just raffles you never have a hope of winning and free trials for products. Incredibly annoying notifications every couple hours wi" (1★, CA)

10. Ease paywall pressure [Pricing / subscription · 7 reviews · avg severity 2.2/3 · versions 253.0.0, 256.0.0]

Keep core features usable for free users or explain clearly what is paid; show the paywall less often.

"Hated it – I used the app for a week and everything was going very well, and on the moment i have enough coins to get the gift card, it says i need "Premium" now. It's a waste of time, every time you have enough for a gift card it's going t" (1★, 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.