

App Store complaint report

Trade Republic: Broker & Bank · Trade Republic Bank GmbH · current version 4.2643.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 6 storefronts (2026-08-27 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	2.51
Reviews with a complaint	177 (59%)
Storefronts	DE 148, ES 56, FR 44, IT 44, PL 5, NL 3
All-time App Store rating (US)	4.58 from 443,261 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	102	2.4	4.2642.0 (18), 4.2639.0 (18), 4.2637.0 (13)
Feature requests	74	2.1	4.2642.0 (16), 4.2639.0 (10), 4.2636.0 (8)
UX / design	47	2.0	4.2642.0 (10), 4.2639.0 (8), 4.2641.0 (6)
Pricing / subscription	29	2.3	4.2640.1 (6), 4.2636.0 (4), 4.2643.0 (3)
Performance	19	2.3	4.2639.0 (3), 4.2637.0 (3), 4.2642.0 (2)
Crashes / freezes	7	2.4	4.2637.0 (3), 4.2639.0 (2), 4.2643.0 (1)
Ads	2	1.8	4.2639.0 (1), 4.2637.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
4.2643.0	22	2.5	59%
4.2642.0	59	2.8	53%
4.2641.1	12	2.7	50%
4.2641.0	18	2.6	72%
4.2640.1	23	2.4	70%
4.2640.0	8	2.4	50%
4.2639.0	45	2.3	62%
4.2638.1	15	2.3	60%

Representative quotes

Bugs

“Esperienza orribile - Assistenza inesistente e app costruita con i piedi, come possono pensare che io metta i miei risparmi su un app piena di problemi ed errori. Andate altrove che è meglio” (1★, v4.2639.0, IT, 2026-09-23)

“The worst bank experience ever - When they switched users from German iban to Spanish one they got a glitch in the system that some transfers appear again and again in the list and balance (adding up to balance), but not in the oficial statement (which is corr” (1★, v4.2642.0, ES, 2026-10-16)

Feature requests

"Please update the UI – Hello Team, i have been using the ETFs sections from trade republic can you please work on your UI a bit it is not user friendly at all otherwise i have to move the securities to somewhere else. I cannot check the sips correctly how much " (1★, v4.2636.0, DE, 2026-09-02)

"The call an chat boot are not working at the moment . – The call an chat boot are not working at the moment . I'm trying to talk to someone about my verification and there's no option . It's really annoying right now" (1★, v4.2642.0, DE, 2026-10-12)

UX / design

"Horrific UI – The worst user interface from a broker app I ever encountered." (3★, v4.2641.0, DE, 2026-10-06)

"Can we make better UI? – The interface is too simple. And we can't see or analyze the charts. Atleast improve the app and give us indicators. It's a good app for saving plans. Scalable is better in the apps and facilities they are providing." (5★, v4.2641.0, DE, 2026-10-07)

Pricing / subscription

"...Wechsle jetzt zu Trading 212 ist zwar etwas komplexer aber grundsätzlich Besser, Keine Gebühren für Investitionen, kannst per Apple Pay einzahlen(kostet sehr wenig gebühren) und per IBAN Überweisung komplett ohne hast auch Cashback(aber nur wenn du ein Abo dr" (1★, v4.2640.1, DE, 2026-10-05)

"0 Estrellas si pudiese! – Son increíblemente incompetentes, me resulta alucinante como puede funcionar tan mal la aplicación para los nuevos usuarios y para colmo cuando contactas con lo de atención al cliente se rien en tu cara La peor decisión que tome fue" (1★, v4.2640.1, ES, 2026-10-02)

Performance

"Seit Jahren stimmen die Zahlen nicht – Es wird immer vertröstet, die Performance Anzeige ist sagen wir mal, falsch. Niemals darauf vertrauen. Wechsle jetzt komplett zu IB. Schluss, aus Ende!" (1★, v4.2636.0, DE, 2026-08-31)

"Zeigt fast immer falsche Performance an! – Nicht empfehlenswert!" (1★, v4.2642.0, DE, 2026-10-12)

Crashes / freezes

"Fate pena – Non sapete nemmeno investire la app si blocca dopo poco tempo e le carte non funzionano fate pena" (1★, v4.2637.0, IT, 2026-09-08)

"Un service client incompétent – Bonjour j'ai beaucoup entendu parler de Trade republic et après avoir fermé mon compte quelques temps avant car le support n'était pas bon, j'ai décider de rouvrir un compte car ils vantaient un support rapide et efficace. J'ai " (1★, v4.2639.0, FR, 2026-09-22)

Ads

"Schickt Werbung obwohl in den App Einstellungen deaktiviert – Es geht ums Prinzip deswegen 1 Stern" (1★, v4.2637.0, DE, 2026-09-07)

The 10 most important fixes

1. Answer support requests [Bugs · 92 reviews · avg severity 2.5/3 · versions 4.2642.0, 4.2639.0]

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

"Service client catastrophique – Application fluide en apparence, mais dès que vous avez un problème, par exemple un transfert de PEA sortant, c'est un véritable calvaire. Dès que vous les contactez, vous avez affaire à un support entièremen" (1★, FR)

2. Fix login / account access [Bugs · 62 reviews · avg severity 2.6/3 · versions 4.2642.0, 4.2639.0]

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

"Scarsa – Ancora in attesa che verificano l'account. Da giorni. Pessimo servizio." (1★, IT)

3. Simplify navigation [UX / design · 29 reviews · avg severity 2.1/3 · versions 4.2642.0, 4.2641.0]

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

"...which account it is sitting in, and how to move it between accounts. What should be a simple investing experience has become confusing and frustrating. Please focus less on adding complexity and more on making the core experience reliable," (2★, FR)

4. Ship the most requested feature [Feature requests · 23 reviews · avg severity 1.6/3 · versions 4.2640.1, 4.2642.0]

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

"...(YTD) nun schon seit Jahren fehlt. Das ist für jede Finanz- und Trading-App absoluter Standard. Warum wird diese einfache Option nicht angeboten? Bitte teilen Sie Ihren Nutzern mit, ob und wann dies endlich umgesetzt wird. Ich werde meine " (2★, DE)

5. Justify or adjust the price [Pricing / subscription · 7 reviews · avg severity 2.1/3 · versions 4.2636.0, 4.2639.0]

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

"...a 104€ a lo que acepto el spread sin problema. Una vez comprado, me pongo a investigar y veo que a la hora de vender los payasos ofrecen 99€ por unidad. Es decir, que únicamente comprando y vendiendo en el mismo momento ya estás perdiendo " (1★, ES)

6. Soften the redesign backlash [UX / design · 6 reviews · avg severity 2.3/3 · versions 4.2642.0, 4.2635.0]

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

"Eigentlich super easy – Ich mochte Trade Republic immer, weil es so leicht zu bedienen war und sehr übersichtlich! Jetzt habe ich es seit einem Jahr kaum mehr benutzt und muss sagen, dass ich das neue User Interface nicht verstehe :/ Ich hä" (4★, DE)

7. Fix notifications [Bugs · 5 reviews · avg severity 2.4/3 · versions 4.2639.0, 4.2640.1]

Check notification delivery and let users control frequency in settings.

"Notification – J'ai désactivé les notifications tellement ça me casse les pieds de recevoir de la pub par notification. Très république, pense que mon téléphone portable c'est un espace publicitaire. Malgré le fait d'avoir désactivé les not" (1★, FR)

8. Speed up loading [Performance · 5 reviews · avg severity 2.2/3 · versions 4.2637.0, 4.2639.0]

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

"Transaction page not loading – Since the second last update, I am not able to see my transactions for shares with multiple buys. It keeps on loading." (3★, DE)

9. Fix features broken by the latest update [Bugs · 3 reviews · avg severity 2.1/3 · versions 4.2637.0, 4.2642.0]

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

"Verschlimmbesserung – Im großen und Ganzen immer noch eine sehr übersichtliche und einfache Handhabung für Trading und Investieren, ABER: seit dem letzten Update eher Chaos. Cryptos waren vorher Bestandteil des Hauptdepots, wurden dann sepa" (3★, DE)

10. Rethink usage limits [Pricing / subscription · 3 reviews · avg severity 2.0/3 · versions 4.2638.0, 4.2635.0]

Users read hard limits as a cash grab; consider softer limits or earning more through use.

"...muss ich erst das Tageslimit für Überweisungen hochsetzen, dann 4h warten. Das ist schon schlecht. Danach muss ich noch das Limit pro Überweisung hochsetzen, das soll nochmal 4h dauern. Also den Betrag in mehrere Beträge aufteilen. Und jet" (3★, DE)

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.