

App Store complaint report

Venmo · Venmo · current version 26.24.0

Generated 2026-10-23 from the 300 most recent public App Store reviews across 1 storefronts (2026-10-15 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	1.57
Reviews with a complaint	196 (65%)
Storefronts	US 300
All-time App Store rating (US)	4.85 from 15,473,298 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	122	2.5	26.23.0 (79), 26.24.0 (43)
Pricing / subscription	56	2.3	26.23.0 (40), 26.24.0 (16)
UX / design	50	2.1	26.23.0 (41), 26.24.0 (9)
Feature requests	41	2.1	26.23.0 (29), 26.24.0 (12)
Performance	21	2.4	26.23.0 (14), 26.24.0 (7)
Crashes / freezes	16	2.9	26.23.0 (14), 26.24.0 (2)
Ads	4	1.9	26.23.0 (3), 26.24.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
26.24.0	95	1.5	67%
26.23.0	204	1.6	65%
26.5.0	1	5.0	0%

Representative quotes

Bugs

“Difficult to use – This app is difficult to use. I have entered 5 different Debit/Credit. Cards. It says none of them will work. There is an “issue”. There is no issue with my cards. I have actively checked all of those cards, and they are ready to use. Venmo” (1★, v26.23.0, US, 2026-10-17)

“Always problems – Never works, always having problems. Back to cashapp I go” (1★, v26.23.0, US, 2026-10-19)

Pricing / subscription

“Error messages – Horrible payment service. Will not complete payment no matter what is done. ‘Add Money’ option doesn’t exist in the app or on the website. No customer support available. Worthless app.” (1★, v26.23.0, US, 2026-10-16)

“TRASH - locked my \$\$\$ - WOW Wont let you use your money if you add more than 1000\$ BUT also wont let u pay bills, you cant add the funds to any other account, the only thing you can do is transfer from the account and lay a super high transfer fee. I de” (1★, v26.23.0, US, 2026-10-17)

UX / design

"Horrible UX design – Venmo used to be an easier app to navigate around, but after this last update I can't find anything! Nothing is intuitive about navigating around the app. Can't find a single damn thing. It has no common sense flow at all." (1★, v26.23.0, US, 2026-10-18)

"Confusing – Whoever designed this should find a new profession!" (1★, v26.24.0, US, 2026-10-22)

Feature requests

"Difficult contacting support – It is convenient when sending money to friends etc but the credit card statements are really difficult to access - as well as talking to a live agent is practically impossible over the phone. There is no email address available e" (3★, v26.24.0, US, 2026-10-20)

"payment can't go through "try later". No way to get help – I have tried the phone help (waste of time no help provided). I have tried online (no help provided). I have tried every single option and this program is not working. Make a service that works and " (1★, v26.23.0, US, 2026-10-15)

Performance

"Won't load – Won't load so about to delete it" (1★, v26.23.0, US, 2026-10-17)

"Awful customer service, drawn out account issues – Even after repeat calls, the issues with my account were extremely slow to be resolved, even after I was quick to take action on my side. The individual I spoke with was impatient and hung up on me when he co" (1★, v26.24.0, US, 2026-10-21)

Crashes / freezes

"Venmo – Always freezing my account always getting my money stuck" (1★, v26.23.0, US, 2026-10-21)

"Support sucks – Added a business profile which for some reason triggered a freeze. Provided the documents they asked for. After that, was still frozen. Kept getting told to do something with a link that would not tell me how to do what they asked. No matter ho" (1★, v26.23.0, US, 2026-10-19)

Ads

"New UI is terrible – I don't remember opting in to the new design, but few other people I know have this new update. It's terrible. The things I actually use Venmo for (paying people, checking my past transactions, transferring money) are so confusing to find." (1★, v26.23.0, US, 2026-10-18)

"What are the promos after sending receiving money? – I don't want like 3 dumb promos that pop up after sending money. Stupid. Give us a way to disable. Stay in your lane. It's an app to send money. I don't feel like being bombarded with ads. 1 star. BAD!" (1★, v26.23.0, US, 2026-10-18)

The 10 most important fixes

1. Answer support requests [Bugs · 111 reviews · avg severity 2.5/3 · versions 26.23.0, 26.24.0]

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

"Unreliable, terrible customer service – Worked fine, then didn't. Awful support via phone, frustrating and all instructions they gave for approving a transfer failed. I'm done. Uninstalling after many years." (1★, US)

2. Fix login / account access [Bugs · 77 reviews · avg severity 2.6/3 · versions 26.23.0, 26.24.0]

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

"Scam – I try to log in with my email and my password and it's sending a code to an old phone number that I no longer have and I can't do anything to get help for it at all I can't even go into the app settings like the automated voice says " (1★, US)

3. Soften the redesign backlash [UX / design · 36 reviews · avg severity 2.0/3 · versions 26.23.0, 26.24.0]

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

"New interface and icons – I am a retired graphic interface designer, and I have to object to your current design. Icons are terrific, but they should be paired with words. The best industrial designer I ever met or worked for said "We have " (1★, US)

4. Simplify navigation [UX / design · 35 reviews · avg severity 2.0/3 · versions 26.23.0, 26.24.0]

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

"Updates make is hard to navigate – Most recent update is worthless. Makes everything harder to find and too many clicks to complete a transaction." (3★, US)

5. Make trials and renewals transparent [Pricing / subscription · 17 reviews · avg severity 2.2/3 · versions 26.23.0, 26.24.0]

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

“Scammed out of \$599 – Live in Minnesota and scammed from New York with transaction proof and still was charged and made to pay balance” (1★, US)

6. Fix crash on launch [Crashes / freezes · 10 reviews · avg severity 2.9/3 · versions 26.23.0, 26.24.0]

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

“Crashing Not Opening – The app doesn’t even open on a iPhone 17! Crashes” (1★, US)

7. Ship the most requested feature [Feature requests · 13 reviews · avg severity 1.8/3 · versions 26.23.0, 26.24.0]

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

“Stop changing the GUI – I can’t figure out how to add money directly from my connected bank account and neither can the AIs. This should be a front and center option. Idk, who apps are constantly changing their GUI layouts — in ways that ma” (1★, US)

8. Fix notifications [Bugs · 11 reviews · avg severity 2.2/3 · versions 26.23.0, 26.24.0]

Check notification delivery and let users control frequency in settings.

“Like spam? – Want extra push notifications every single day for no reason? Just install Venmo! Every day I get a “it’s been a while come check out new features on the app!” Notification! YOU ARE A FINANCE APP. I DO NOT USE YOU WHEN I DONT ” (1★, US)

9. Fix in-use crashes and freezes [Crashes / freezes · 6 reviews · avg severity 2.9/3 · versions 26.23.0, 26.24.0]

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

“Crashes on my iPhone – This app never works for me and it’s so frustrating because I collect rent from my roommates. And I always have to pivot to my apple ipad” (1★, US)

10. Reduce ad frequency and length [Ads · 4 reviews · avg severity 1.9/3 · versions 26.23.0, 26.24.0]

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

“Ads? – App used to be clean, one of the best. Now you spam me with ads. I hope your business fails.” (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.