

App Store complaint report

Webull: Investing & Trading · Webull Technologies Pte. Ltd. · current version 12.4.6

Generated 2026-10-23 from the 300 most recent public App Store reviews across 1 storefronts (2026-05-05 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.02
Reviews with a complaint	143 (48%)
Storefronts	US 300
All-time App Store rating (US)	4.70 from 342,662 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	78	2.2	12.2.0 (10), 12.3.7 (9), 12.1.6 (9)
UX / design	52	2.1	12.3.7 (9), 12.1.6 (7), 12.2.6 (6)
Feature requests	46	2.0	12.1.6 (10), 12.3.7 (7), 12.4.3 (5)
Pricing / subscription	36	2.4	12.2.6 (13), 12.1.6 (4), 12.1.1 (3)
Performance	26	2.3	12.2.0 (6), 12.4.3 (4), 12.3.7 (4)
Crashes / freezes	4	2.4	12.2.0 (2), 12.4.2 (1), 12.1.1 (1)
Ads	2	2.5	12.3.7 (1), 12.1.6 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
12.4.6	9	2.3	33%
12.4.5	10	2.7	30%
12.4.3	18	2.9	50%
12.4.2	12	3.2	42%
12.4.0	16	3.8	25%
12.3.7	35	2.8	57%
12.3.3	8	3.9	25%
12.3.2	7	2.7	57%

Representative quotes

Bugs

“Day traders... STAY AWAY!!! – The mobile app is okay but oh my does it have some issues. If your goal is short term scalps, in and out in seconds... Use something else! the “cool features” are just not worth the burnt trades. I’ve been a profitable trader for seve” (1★, v12.2.0, US, 2026-07-06)

“Worst broker of all time – I have lost almost \$2,000 strictly because of technical difficulties and shady issues caused by Webull. Whether it’s the sell button not working or filling my order 13% above my entry price, I have given Webull so many chances and it” (1★, v12.3.3, US, 2026-08-21)

UX / design

"No Perpetuals - Slow Deposits - If you want to be behind the market consistently, then download this app. The deposit and transfer speeds are abysmal (between accounts ie margin to futures 2 days) + you can't even trade perpetual futures. If you want to buy an" (1★, v12.4.3, US, 2026-10-02)

"One of the worst trading app in terms of user interface - Support is useless and seems like Chinese app from design and user interface" (1★, v12.3.7, US, 2026-09-12)

Feature requests

"Worst investing app I've ever used - I highly recommend you choose a different app besides this unless you like over complication. Besides sending them money just about everything you'd want investing app to do they've made difficult. Including withdrawing y" (1★, v12.3.0, US, 2026-08-16)

"No risk management option - DO NOT USE to actively trade!! The latest update got rid of any ability to set Stop Loss sell features. It was hard enough and cumbersome to do that before and now they have just removed it. Risk Management is the MOST important " (1★, v12.1.0, US, 2026-05-16)

Pricing / subscription

"Terrible mobile app for options - I lost money just because execution and intuitive UX put order and didn't execute the price then cancelling and re order so bad, I'm entirely deleting the app and platform, I'm over it" (1★, v12.3.0, US, 2026-08-05)

"Worse customer service on the planet - This used to be my favorite app, been a customer for a decade. And I trade quite a bit. Your customer service is absolutely terrible, you don't take care of your long time customers, as I am writing this I have now been w" (1★, v12.4.3, US, 2026-10-08)

Performance

"Do not use this platform - The system is to lagging and glitches, especially in turbo trading. They need to fix this." (1★, v12.1.1, US, 2026-05-18)

"Stop expiring my trading password! - If I could remove the trading password I would, it is SOO ANNOYING. I have missed so many trades because of having to fumble through 10 steps to get to the order screen. Turned the phone off? Expired. Switched apps to read " (3★, v12.3.0, US, 2026-08-07)

Crashes / freezes

"Bad service - It has been my experience that Webull freezes my account every time I remove money and demands documentation from where the money came from and where it's going. It's ridiculous" (1★, v12.4.2, US, 2026-09-28)

"App glitches - This app is good when it's not glitching It needs to be fixed This is people's money on the line I've lost money on trades cuz the app stops working It needs to be fixed" (3★, v12.2.0, US, 2026-07-02)

Ads

"I PAY for this app. But FULL of ads!! - Back to one star because of new delaying startup ad! I pay for this app. Why so many ads? I'll never play the crazy contest or respond to these ads. Dark design with hard to spot Xs. It's shameful. Take away ads for thos" (1★, v12.1.6, US, 2026-06-11)

"SPAM - I thought this was a respectable brokerage app where I could do a little trading, but it turns out it's a polymarket, sports betting, gambling crypto app that SPAMMS YOU TO DEATH. If you sign up for notifications, they won't leave you alone! I literal" (1★, v12.3.7, US, 2026-09-13)

The 10 most important fixes

1. Answer support requests [Bugs · 35 reviews · avg severity 2.5/3 · versions 12.3.0, 12.4.5]

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

"Dishonest w/ terrible customer service - Complete dishonest organization. And if you run into any problem or even have a question expect zero help when they finally respond a week later. Clearly deliberate practice to get customers to giv" (1★, US)

2. Simplify navigation [UX / design · 37 reviews · avg severity 2.1/3 · versions 12.3.7, 12.2.6]

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

"Terrible - Good luck finding anything. Even account management is hard to find. Worst app ever. Way too complicated. It didn't have to be this way. Be careful because they will leave one penny in your account just so you can't close it." (1★, US)

3. Soften the redesign backlash [UX / design · 24 reviews · avg severity 2.0/3 · versions 12.1.0, 12.1.6]

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

"Nightmare app – Changed phone numbers and their interface is a nightmare." (1★, US)

4. Make trials and renewals transparent [Pricing / subscription · 18 reviews · avg severity 2.5/3 · versions 12.2.6, 12.1.6]

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

"Terrible endless company – Their whole design is to get you to never quit. So there's 8 layers to cancel or move your funds. On top of that if you're inactive they will charge an inactivity fee and make that a 13 step process to avoid / del" (1★, US)

5. Fix login / account access [Bugs · 14 reviews · avg severity 2.7/3 · versions 12.2.6, 12.1.0]

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

"Scam – I had Webull since 2021. Over the years they had been slowly making the UI more complex and overly redundant. I put money in cause I was thinking on investing but since I joined they signed me out countless times. They keep saying my" (1★, US)

6. Ship the most requested feature [Feature requests · 18 reviews · avg severity 1.8/3 · versions 12.1.6, 12.3.7]

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

"PLEASE CHANGE BACK THE SEARCH TAB – Can we just have an option to see previous searches in list form? The way it used to be before the latest update?" (1★, US)

7. Justify or adjust the price [Pricing / subscription · 13 reviews · avg severity 2.2/3 · versions 12.2.6, 12.2.0]

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

"Review – Vega is kind of bad. Is that what it's called? Anyway, whatever it is it's awful. Example: I clicked one of the prompts within a ticker page to see what the AI had to say. I read that. At the bottom there were two follow up example" (3★, US)

8. Speed up loading [Performance · 12 reviews · avg severity 2.3/3 · versions 12.2.0, 12.1.1]

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

"Disappointed – I've been using Webull for over three years, and watching this platform decline has been like watching a sports car slowly turn into a bicycle. The charts freeze or refuse to load exactly when you need them, like a GPS that q" (1★, US)

9. Improve content quality [Feature requests · 12 reviews · avg severity 2.2/3 · versions 12.2.6, 12.4.2]

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

"Misleading charts – Don't know where else to put this but I thought Webull had fixed their chart issues. On 6/26, the SPY daily candle is wrong. It says it went down to 716 and it only went to 726. Thought this was temporary. WEBULL PLEASE " (1★, US)

10. Stop data / progress loss [Bugs · 8 reviews · avg severity 2.0/3 · versions 12.1.1, 12.3.7]

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

"update deleted my ema and ma – after an update webull deleted my saved settings for my chart" (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.