

App Store complaint report

Wells Fargo Mobile® · Wells Fargo · current version 26.09.03

Generated 2026-10-23 from the 300 most recent public App Store reviews across 1 storefronts (2026-10-11 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	4.44
Reviews with a complaint	34 (11%)
Storefronts	US 300
All-time App Store rating (US)	4.85 from 10,834,712 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	18	2.2	26.09.03 (13), 26.09.02 (5)
Pricing / subscription	12	2.1	26.09.03 (11), 26.09.02 (1)
Feature requests	10	1.8	26.09.03 (9), 26.09.02 (1)
UX / design	7	1.9	26.09.03 (7)
Performance	7	2.5	26.09.03 (5), 26.09.02 (2)
Crashes / freezes	5	2.6	26.09.03 (4), 26.09.02 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
26.09.03	237	4.4	12%
26.09.02	63	4.5	10%

Representative quotes

Bugs

“Horrible experience – 2 1/2 hours wasted trying to send and receive money through Zelle. Multiple technical issues and I had to speak with three different people before they were able to figure out what the problem was. I’ll never use Zelle again. It took 2” (1★, v26.09.02, US, 2026-10-12)

“Horrible – This all is by far the worst of all my banking apps. It just DOESN’T work. I can’t tell you how many times I’m sitting there trying to open my app for 5-10 mins to unlock my card. Takes aslong as 10 mins to open the app. And no it’s not my internet ” (1★, v26.09.03, US, 2026-10-19)

Pricing / subscription

“Frustrating to Use Every Week – I have to use this app every week to make Zelle payments, and something that should take seconds has become an unnecessary hassle. When I copy and paste my hours and information into the memo section, I have to manually backspac” (1★, v26.09.03, US, 2026-10-19)

“This app sucks – If you want to be paid on time and for your disputes to actually matter and get ur money back than this isn't the app for you, sucks.” (1★, v26.09.03, US, 2026-10-21)

Feature requests

“Improvement needed – I used chase Boa and other apps, this one need more improvements and easy to use options.” (3★, v26.09.03, US, 2026-10-15)

"Balance transfer fake! – I opened a Wells Fargo credit card account based on a promise of balance transfer of 0% for 21 months.. Now that I have activated the card everything says I have no offers for balance transfers and also cannot make one even though cred" (1★, v26.09.03, US, 2026-10-22)

UX / design

"Dysfunctional – When verifying email you can't enter the code. As you enter the code the keypad with just numbers show up. There is no way to get rid of that keypad, and thus no way to click the "next" button that is hidden behind the keypad." (1★, v26.09.03, US, 2026-10-16)

"Mobile Deposit – You need to work on your mobile deposit system. The "Use a darker background" doesn't compute, when you are using black. Tried multiple different blacks and multiple colors just to see if something would work." (1★, v26.09.03, US, 2026-10-15)

Performance

"Slowest it's ever gone – This app use to be so quick and fast, used to sign me in super quick and evening. Nowadays, the last few months, I can barely get passed the sign in screen. Will take forever to load and just sits there with the Wells Fargo logo foreve" (2★, v26.09.02, US, 2026-10-13)

"Get Zelle to wok – Four out of five times that I get on the app to use Zelle, it does the spinning wheel of death and does not allow me to pay the person that I select. It has been like this for over a year and I'm literally going to change Banks if this doesn" (1★, v26.09.03, US, 2026-10-20)

Crashes / freezes

"App crashes on sign in – After entering OTP and tapping Continue, app crashes and returns to iPad home screen. Reproducible 100% of the time. iPadOS 27.0.1 iPad mini 6 App version 29.09.03.56. I can log in fine on mobile browser, just not the mobile app. Ha" (1★, v26.09.03, US, 2026-10-16)

The 10 most important fixes

1. Fix login / account access [Bugs · 6 reviews · avg severity 2.5/3 · versions 26.09.03, 26.09.02]

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

"Pass Code – Review the timing of getting out the passcode It took me several attempts and a few phone calls to get a pass Code. I had workers here who needed to be paid. This could have been so embarrassing for me not to be able access" (5★, US)

2. Speed up loading [Performance · 6 reviews · avg severity 2.4/3 · versions 26.09.03, 26.09.02]

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

"Nice banking app, useless as an investing app – I personally love the idea of having my banking and investing under a single management. The Banking features are pretty good, BUT! the investing features in there is so bad it is laughable" (3★, US)

3. Answer support requests [Bugs · 5 reviews · avg severity 2.2/3 · versions 26.09.03, 26.09.02]

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

"Service poor – Having pronlems WF can't fix on their sight keeps telling me to reboot browser.so i can research stocks . Thats not the problem .i need help" (1★, US)

4. Justify or adjust the price [Pricing / subscription · 5 reviews · avg severity 2.1/3 · versions 26.09.03, 26.09.02]

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

"All banks are wrong. – For a bank to charge you a fee while holding a check drawn on its own bank, while declining charges for bills and stacking up increasingly higher declined cards as if a bounced check. This practice is illegal and all" (3★, US)

5. Make trials and renewals transparent [Pricing / subscription · 5 reviews · avg severity 1.9/3 · versions 26.09.03]

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

"Fraud – Other then the 2500 dollars that was charged off of my account on Oct 3rd and I have reported this and still my money has not been credited back to my account, I am extremely upset over !" (5★, US)

6. Simplify navigation [UX / design · 3 reviews · avg severity 1.9/3 · versions 26.09.03]

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

"Account collapse view is terrible – Overall the app is pretty great. I just opened my 6th account and

now the app has this ugly collapsing of accounts. It's truly awful and makes me regret opening more accounts with Wells Fargo. It makes " (1★, US)

7. Ship the most requested feature [Feature requests · 3 reviews · avg severity 1.8/3 · versions 26.09.03]

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

"Please hide balances – Anyone looking can see how much you have in your accounts because you can't hide the numbers in the Home Screen." (1★, US)

8. Fix crash on launch [Crashes / freezes · 2 reviews · avg severity 2.4/3 · versions 26.09.03]

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

"App Malfunction – I greatly appreciate the app, but it often malfunctions and doesn't load. It takes 4-5 resets for it to load, but when it does it's a great tool." (4★, US)

9. Rethink usage limits [Pricing / subscription · 2 reviews · avg severity 1.8/3 · versions 26.09.03]

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

"No good – Limit is way too low" (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.