

App Store complaint report

Wise: Global Money Transfer · Wise Payments Ltd · current version 9.112

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-09-21 to 2026-10-22).

Metric	Value
Reviews analysed	300 (299 classified by AI)
Average stars (these reviews)	4.04
Reviews with a complaint	65 (22%)
Storefronts	CA 100, GB 100, US 100
All-time App Store rating (US)	4.64 from 112,592 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	35	2.2	9.110 (16), 9.104 (6), 9.103 (4)
Pricing / subscription	23	2.0	9.110 (7), 9.104 (4), 9.108 (3)
Performance	15	2.0	9.110 (9), 9.104 (2), 9.107 (1)
Feature requests	14	2.0	9.104 (6), 9.110 (4), 9.111 (1)
UX / design	13	2.1	9.111 (4), 9.110 (4), 9.104 (3)
Crashes / freezes	2	2.0	9.104 (1), 9.103 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
9.112	12	3.2	25%
9.111	18	3.7	33%
9.110	147	4.2	18%
9.109	12	4.5	8%
9.108	51	4.2	10%
9.107	3	3.7	33%
9.106	2	5.0	0%
9.104	20	3.2	55%

Representative quotes

Bugs

“Used to be great – I have been using Wise for a long time and it was absolutely great and worked like a charm. Now the system has changed and when I start a transfer and I choose bank transfer with that transfer instead of a seamless process you are showed a ” (1★, v9.110, GB, 2026-10-16)

“Date of Birth Error – App refuses to work stating I must be 18 to register...I was born in 1967!” (1★, v9.103, CA, 2026-09-29)

Pricing / subscription

“It’s quicker to send money, Western Union, although it cost more – I sent a Wise transfer from the United States to my friend in Canada. It’s been over a week and she hasn’t gotten access to it yet. My advice is to use Western Union, it’s more expensive, but y” (2★, v9.110, US, 2026-10-20)

"All good – Only problem is I pay direct with debit, even small amounts they take them very long to be upgrade in their system and pull the money later on without to expecting" (5★, v9.94, CA, 2026-09-22)

Performance

"Unreliable – Slow and high fee" (1★, v9.107, CA, 2026-10-07)

"Transfers – The money transfer is quick most of the time but sometimes it is very slow when u are in a rush" (3★, v9.110, GB, 2026-10-17)

Feature requests

"Not great for business transfers – I just started an account with Wise for paying International suppliers for goods and services. My experience so far has not been great. Account set up and linking my checking account to Wise to transfer funds is taking a long" (2★, v9.109, US, 2026-10-16)

"Be careful – This app is crazy to take your money , I was setting up a future transaction and it just send the money with no 2 time ask ? No confirmation like , are you sure you want to send it ? No no it just send the money don't know if the money get to the" (2★, v9.110, US, 2026-10-21)

UX / design

"Terrible!! – This app is so NOT user friendly or intuitive! Hate it and won't use it again!" (1★, v9.110, US, 2026-10-21)

"Why I Haven't Used Wise for Years – Have a new iPhone. Spent over 40 minutes trying to transfer \$100 as a test to my Wise account. Instructions for changing phone were not available when I tried. Will probably be another few years until I try again." (1★, v9.104, CA, 2026-10-06)

Crashes / freezes

"Not quite perfect – Very useful and great idea but crashes or times out regularly. Not the most user friendly at times" (4★, v9.103, CA, 2026-09-29)

"Always disconnecting – Money frequently fails and I'm not Alerted" (2★, v9.104, CA, 2026-10-03)

The 10 most important fixes

1. Answer support requests [Bugs · 21 reviews · avg severity 2.4/3 · versions 9.110, 9.104]

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

"Transfer Fail – I have been waiting 11 days for Wise to refund my 455,000 TRY. I have contacted customer support around 10 times, but they keep repeating the same instructions without resolving the issue. Wise says two refund attempts were" (1★, CA)

2. Fix login / account access [Bugs · 19 reviews · avg severity 2.4/3 · versions 9.110, 9.103]

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

"Unable to login and not receive – I am unable to login and didn't receive any reward after inviting my friends" (2★, US)

3. Justify or adjust the price [Pricing / subscription · 10 reviews · avg severity 1.9/3 · versions 9.108, 9.104]

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

"Fee – Transfer money carefully, charge will be occurred when using EQ bank payment, and no any linked account with EQ as well. I don't know other banks link with wise that no transaction fee" (1★, CA)

4. Simplify navigation [UX / design · 6 reviews · avg severity 2.1/3 · versions 9.111, 9.110]

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

"Confusing – The interface is confusing!" (3★, US)

5. Soften the redesign backlash [UX / design · 5 reviews · avg severity 2.3/3 · versions 9.110, 9.104]

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

"Pushing you to use Interac e-Transfer – Looking for a Wise alternative with no BS. Direct bank withdrawals used to take a day, but now Wise delays them by 4-5 days to force you into using Interac.. which costs more for same-day speed. What " (1★, CA)

6. Make trials and renewals transparent [Pricing / subscription · 6 reviews · avg severity 1.7/3 · versions 9.112, 9.111]

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

“Charged me a fee to transfer my own money to myself – I'm disappointed that this app charged me a fee to transfer my own money to my own bank account. That's borderline out of integrity, unethical, and greedy.” (1★, US)

7. Ship the most requested feature [Feature requests · 2 reviews · avg severity 1.7/3 · versions 9.110]

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

“Better transaction view and Apple Watch – It has many way to filter transaction, but there's one issue you cannot see how much you got left after receiving or deduction each time from your account - please add this feature and please bring ” (3★, GB)

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.