

App Store complaint report

YNAB · You Need A Budget LLC · current version 26.40.1

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2023-03-03 to 2026-10-21).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.03
Reviews with a complaint	167 (56%)
Storefronts	US 100, CA 100, GB 100
All-time App Store rating (US)	4.79 from 61,965 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
UX / design	82	2.1	26.20 (9), 26.38 (6), 26.31 (6)
Bugs	66	2.5	25.14 (4), 26.39 (3), 26.33 (3)
Pricing / subscription	65	2.3	26.20 (5), 26.38 (3), 26.35 (3)
Feature requests	54	2.2	26.31 (4), 26.30 (3), 25.25 (3)
Performance	12	2.4	26.38 (3), 26.35 (1), 26.20 (1)
Crashes / freezes	2	2.8	25.9 (1), 25.35 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
26.40	1	1.0	100%
26.39	11	4.0	27%
26.38	11	2.4	73%
26.37	11	3.5	45%
26.36	11	3.1	55%
26.35	14	3.4	36%
26.34	9	3.7	33%
26.33	17	4.1	35%

Representative quotes

UX / design

“Leaving YNAB due to how poor this app is – Updated for July 2026 After more than a decade, I'm moving away from YNAB due to how poor this app has become. The concept is fantastic and I will continue to use it, but this app is AWFUL. Complex, confusing to use,” (1★, v26.25, GB, 2026-07-14)

“New update UX is awful – I love YNAB. I swear by it. I use it every day to keep on top of my finances. But the new UI update is really poorly thought out - the plan is not the primary tab (why would anyone change this: this is what most users likely want to se” (1★, v25.26, CA, 2025-09-18)

Bugs

“Amex doesn’t work – Got a free trial to use. Unfortunately Amex login hasn’t worked for the entirety of my trial, making the app useless to me. I saw on the online status there was a recorded login issue which is stated as resolved but it still doesn’t work fo” (1★, v24.20, GB, 2024-11-18)

"Bank connections full of bugs and patches – It took me a week to set up my account and then the bank connections stopped working. Their support team told me I had to manually enter my expenses as I would not be able to automatically get them from my bank provi" (1★, v25.14, CA, 2025-06-30)

Pricing / subscription

"Impossible to log in – I used to use YNAB but having for a few years as I found the subscription a bit expensive. But it was a useful app so I decided to give it another try. Unfortunately I can't create a new account. It asked me to login, but it says that my" (1★, v25.21, CA, 2025-08-16)

"Going downhill. – All live education workshops now scrapped, which was one of the reasons for the subscription model over paying them for a download. Now switched to one of the many alternatives." (1★, v26.34, CA, 2026-09-12)

Feature requests

"Gets worse with every update – After changing name from budget to plan they have now made the app almost unusable, I don't want to see a Home Screen when I open the app I want to see my budget. You can't even add a transaction now while looking at your budget, " (1★, v25.25, GB, 2025-09-16)

"Bad updates – Now an update removes the pinned category and puts it into some unjustified second screen "Spotlight" that is also less information dense. It's even more stupid than that as these pinned categories are literally not visible if I try and look at" (1★, v25.6, GB, 2025-04-15)

Performance

"Wont load – I've tried multiple times to load this app but it won't go past the first prompt.. any suggestions?" (1★, v25.35, CA, 2025-11-24)

"YNAB. What happened? – Another 10+ year user frustrated with the recent changes. What used to be the best app in the App Store has gone badly downhill in the last few months, with seemingly endless 'tweaks' to the user interface. So much now is harder and slow" (2★, v25.9, GB, 2025-05-20)

Crashes / freezes

The 10 most important fixes

1. Soften the redesign backlash [UX / design · 69 reviews · avg severity 2.1/3 · versions 26.20, 25.25]

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

"The new design is awful. – Why on earth would you get rid of the beautiful design you had before to go to this ugly tan bloated version?" (1★, US)

2. Simplify navigation [UX / design · 63 reviews · avg severity 2.2/3 · versions 26.20, 25.25]

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

"No thanks – I've used a lot of financial trackers and this one was so unnecessarily complicated. Too much going on, no clean and easily readable dashboard, too much manual work to categorize things. It's a pass from me, I've had way better " (1★, CA)

3. Justify or adjust the price [Pricing / subscription · 45 reviews · avg severity 2.3/3 · versions 26.20, 25.25]

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

"\$109 for an app that saves money? – The concept of YNAB is good however it is not unique. I've struggled with consistent budgeting for years , and find YNAB gets into a mess if you don't update it regularly enough as actions taken , or not " (2★, GB)

4. Fix login / account access [Bugs · 20 reviews · avg severity 2.6/3 · versions 26.15, 25.10]

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

"Unable to login after sign up – Tried signing up with apple account, don't work. Tried signing up with email, didn't work. In both cases, I confirmed my email and when I login I get this error: Uh Oh! POST /api/v1/catalog? operation_name=" (1★, CA)

5. Ship the most requested feature [Feature requests · 20 reviews · avg severity 2.1/3 · versions 26.31, 25.25]

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

"The perfect app is being butchered – I don't mind the price rises - but the most recent change is absolutely horrendous. I've had the app for the best part of 8 years or so and the most recent UI and UX update is torture. Progress bars gone" (2★, GB)

6. Stop data / progress loss [Bugs · 17 reviews · avg severity 2.5/3 · versions 26.38, 25.15]

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

"Useless for Canadians – Doesn't sync to major Canadian banks or even my AmEx account. Waste of time." (1★, CA)

7. Improve content quality [Feature requests · 11 reviews · avg severity 2.4/3 · versions 26.34, 26.30]

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

"Wildly inaccurate and annoying to use – The title speaks for itself. I'm going back to using paper and an excel document...It's recommended by any accountant worth it's salt anyways." (1★, US)

8. Answer support requests [Bugs · 9 reviews · avg severity 2.5/3 · versions 26.15, 25.12]

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

"Overpriced broken app with terrible customer service! – STAY AWAY from YNAB. I have been a loyal user, but the value is officially gone. I am currently paying nearly \$200 CAD a year for a premium budgeting service that fails at its most ba" (1★, CA)

9. Fix features broken by the latest update [Bugs · 10 reviews · avg severity 2.1/3 · versions 26.36, 26.30]

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

"Great but... – YNAB is mostly great as a budgeting tool. This latest update though broke a lot of buttons in the app. Tapping on ready to assign does nothing. Same with some other buttons. Please fix the app. iPhone 13 mini." (4★, US)

10. Speed up loading [Performance · 6 reviews · avg severity 2.5/3 · versions 26.38, 25.28]

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

"App – Syncing for bank is extremely slow and doesn't update. Sometimes days later and still doesn't update the right amounts and never matches your bank account! Don't buy not user friendly either!" (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.