Robinhood's reviews call it *easy* (32%); its low stars are about support, a layout update, lags and trust

> 32% of Robinhood's newest reviews (two weeks of them) say it is easy to use; Fidelity's 12% (five weeks). Of its 88 one- and two-star reviews, 20 are about support, 17 a layout-changing update, 13 crashes, freezes or lags and 11 trust. The opening is ease: 32% to Fidelity's 12%. Reviews naming the other go both ways: 5 Fidelity reviews prefer Robinhood, 3 Robinhood reviews prefer Fidelity.

Robinhood
against Webull, E*TRADE, Fidelity Investments

1,106 reviews read
App Store, Google Play
dated 2 Sep 2026 to 1 Nov 2026

672 of the 1,106 in a theme
sorted by a model, 49 corrected by hand, counted exactly

November 2, 2026
public reviews only; no reviewer names

THE SHORT VERSION

Robinhood's strength is *easy*, its opening against Fidelity; its low stars need answers first

32%

of Robinhood's newest reviews say it is easy to use

Fidelity 12%, Webull 12%, E*TRADE 1%

19

Robinhood reviews in two weeks say an update made it worse

24 call the layout confusing; the two overlap

4.3

is Robinhood's App Store rating, under its rivals'; 29% of its reviews we read there give one or two stars

Fidelity 4.79 (34%), Webull 4.7 (47%)

18%

of Webull's one- and two-star reviews are about getting money out

Robinhood: 10%

01 **Easy is Robinhood's strength**

129 of its 397 newest reviews say so, against Fidelity's 47 of 397. 22% of its reviews we read give low stars and Fidelity's 45%, which lifts Robinhood's praise share.

02 **Support, the update, lags, trust**

24 reviews fault support. 19 say an update made it worse: chiefly the iPad split screen and Watchlists moved off Home, though a few like the new iPad look. 17 report crashes, freezes or lags, some after a trade. 11 say they don't trust it with their money.

03 **Rivals on low stars**

Over their own weeks (Robinhood two, the others up to nine): Webull's: support (21%), getting money out (18%) and trust (16%). E*TRADE's: crashes, freezes or lags (17%), and a login-code wave that ended. Fidelity's: layout (22%, a small gap on Robinhood's 17%).

Counts are of the 1,106 reviews we read (App Store, Google Play), not of everyone who uses it. A share is of each app's own reviews read. Themes are a model's sorting; the counts of that sorting are exact.

WHAT WE READ

The newest 200 reviews per app and store, back two months at most: two weeks of Robinhood's

Both stores list reviews newest first. Robinhood gets enough that its 397 cover two weeks, from 20 Oct 2026, already into the new layout; the read can't show when it began. The rivals' run up to two months. Each store's own star rating covers every rating, not just these.

APP	APP STORE	GOOGLE PLAY	1-2★ READ
Robinhood YOU	**4.3★** · 4.9M ratings read 199: 20 Oct 2026 to 1 Nov 2026; 29% 1-2★	**4.82★** · 605K ratings read 198: 24 Oct 2026 to 1 Nov 2026; 16% 1-2★	22% (88 of 397)
Webull RIVAL a trading app for active traders, on both stores	**4.7★** · 343K ratings read 93: 3 Sep 2026 to 30 Oct 2026; 47% 1-2★	**4.57★** · 216K ratings read 108: 2 Sep 2026 to 31 Oct 2026; 49% 1-2★	48% (97 of 201)
E*TRADE RIVAL Morgan Stanley's trading app, on both stores	**4.72★** · 381K ratings read 56: 2 Sep 2026 to 30 Oct 2026; 75% 1-2★	**4.57★** · 86K ratings read 55: 4 Sep 2026 to 31 Oct 2026; 75% 1-2★	75% (83 of 111)
Fidelity Investments RIVAL the big brokerage app on both stores	**4.79★** · 3.4M ratings read 199: 16 Oct 2026 to 1 Nov 2026; 34% 1-2★	**4.2★** · 225K ratings read 198: 27 Sep 2026 to 1 Nov 2026; 57% 1-2★	45% (180 of 397)

Both stores list newest first: we read the newest 200 per store, then only the last 60 days (dates per store). The star rating and count are each store's own, over every rating; the 1-2★ share is of what we read, and the newest reviews can run angrier than an all-time rating.

SIDE BY SIDE

Easy is Robinhood's (32% to Fidelity's 12%); every app has its layout complaints

Each cell is the share of that app's reviews read that say the theme, over its own window (below). Green is praise, red a complaint, grey a request.

SHARE OF EACH APP'S REVIEWS READ THAT SAY IT · REVIEWS IN BRACKETS

THEMES SORTED BY A MODEL (GEMINI), SOME BY HAND · COUNTS EXACT

WHAT REVIEWERS SAY	ROBINHOOD	WEBULL	E*TRADE	FIDELITY INVESTMENTS
PRAISE easy to use	32% (129)	12% (25)	1% (1)	12% (47)
COMPLAINT confusing layout, hard to find things	6% (24)	9% (18)	10% (11)	15% (61)
COMPLAINT support is hard to reach or doesn't help	6% (24)	10% (21)	6% (7)	4% (15)
COMPLAINT the app crashes, freezes or lags	4% (17)	1% (3)	15% (17)	7% (28)
COMPLAINT hard to get money out or move it	3% (12)	8% (17)	10% (11)	5% (20)
COMPLAINT an update made it worse	5% (19)	3% (7)	5% (5)	7% (28)
PRAISE useful information and tools	6% (25)	11% (22)	0% (0)	2% (6)
COMPLAINT don't trust them with my money	3% (11)	8% (16)	6% (7)	1% (3)

Other themes: asks for a code or Face ID again every login (36); can't log into the app (32); account locked and funds frozen (25); charged unexpected fees and subscriptions (17); app no longer compatible with device (16); inaccurate or broken charts and streaming quotes (13); and 9 more. 672 of the 1,106 reviews are in a theme; of the 434 that are not, 185 are a few words of four- or five-star praise and 98 give one or two stars. Every review is listed in the HTML version. Each share is over its own window: Robinhood 13 days; Webull 60 days; E*TRADE 60 days; Fidelity Investments 36 days.

A model (Gemini) named one set of themes for every app and marked which each review says (up to three); we count its sorting. Base per app: Robinhood 397 reviews; Webull 201 reviews; E*TRADE 111 reviews; Fidelity Investments 397 reviews.

WHAT ROBINHOOD'S REVIEWERS COMPLAIN ABOUT

Robinhood's low stars: *support*, a layout update, lag and trust

With each rival's share; on the update row, each app's reviews are about its own update. Crashes, freezes and lags hold 13 low-star reviews, some after a trade. 7 complain about prediction markets, which a few others praise: raise it and trust with legal and product.

support is hard to reach or doesn't help

share of reviews, then of low stars: Robinhood 6%, 23% · Webull 10%, 21% · E*TRADE 6%, 8% · Fidelity Investments 4%, 8%

Was a Robinhood client.

“I have tried everything I know to get in touch with Robinhood. I have had an emergency. But I can’t get a response.”

1★ · Robinhood · App Store · version 2026.42.1 · Oct 2026

“needs option to talk to a knowledgeable live person even at a fee. some issues a robot can't deal with”

4★ · Robinhood · Google Play · version 2026.42.1 · Oct 2026

an update made it worse

share of reviews, then of low stars: Robinhood 5%, 19% · Webull 3%, 6% · E*TRADE 5%, 5% · Fidelity Investments 7%, 12%

iPad interface

“I don’t like the split screen on my iPad. The right half is useless information and it won’t allow me to make it full screen. There should be a way to turn split screen off.”

3★ · Robinhood · App Store · version 2026.42.1 · Oct 2026

Awful new layout

“Moving Watchlists to a separate tab and shoving useless "Popular" stocks onto the Home tab is terrible. Give us back our clean Home screen!”

1★ · Robinhood · App Store · version 2026.43.0 · Oct 2026

don't trust them with my money

share of reviews, then of low stars: Robinhood 3%, 12% · Webull 8%, 16% · E*TRADE 6%, 8% · Fidelity Investments 1%, 2%

Stole

“Don’t trust in robinhood . They stole my money.”

1★ · Robinhood · App Store · version 2026.43.1 · Oct 2026

Hoodwinked

“Don’t trust this company. Exact text book example of what can happen when you don’t regulate an industry and let it go rouge...”

1★ · Robinhood · App Store · version 2026.43.0 · Oct 2026

The themes here hold 47 of Robinhood's 88 one- and two-star reviews read; 14 are in no theme. Quoted as written, whole, without reviewer names; each quote is an example, the share beside the theme the evidence.

WHAT THE RIVALS' REVIEWERS SAY

18% of Webull's low stars are about getting money out; reviews naming Robinhood go both ways

Webull's support complaint is bigger still, and shared with Robinhood. Reviews naming Robinhood are written on the rivals' own pages. E*TRADE's login-code wave, largely one October week after one update, has passed. A brokerage comparison needs legal review.

hard to get money out or move it

share of reviews, then of low stars: Robinhood 3%, 10% · Webull 8%, 18% · E*TRADE 10%, 10% · Fidelity Investments 5%, 9%

"won't let me withdraw my money.... seems like they only wanna take take take 0 stars USE ROBINHOOD"

1★ · Webull · Google Play · version 12.3.5.27 · Sep 2026

"every time I put money in it works fine. whenever I want to withdraw the app never works.... interesting are you stealing our money webull?"

1★ · Webull · Google Play · version 12.3.5.27 · Sep 2026

Fidelity Investments reviews that name Robinhood

7 of Fidelity's 397 reviews read; 5 prefer Robinhood, 2 prefer Fidelity

Need major improvement

"This app freezes a lot, esp when I need to place an order. The layouts are pretty lame too. Not user friendly like Robinhood. Very frustrating."

1★ · Fidelity Investments · App Store · version 4.43 · Oct 2026

"It's hard to use and sucks compared to Robinhood and Webull"

1★ · Fidelity Investments · Google Play · version 4.42 · Oct 2026

Webull reviews that name Robinhood

11 of Webull's 201 reviews read; 6 prefer Robinhood, 4 prefer Webull

Horrible app

"Horrible app. Restricts account without notice. Will be withdrawing all funds and moving over to Robinhood. They lost a long term customer."

1★ · Webull · App Store · version 12.4.5 · Oct 2026

Love this App

"It's much better than Robinhood, somewhat better than Trading View and yahoo. It's free to use. I am using it everyday. Yes I do👍 "

5★ · Webull · App Store · version 12.4.6 · Oct 2026

WHAT REVIEWERS PRAISE

Robinhood is praised for being *easy*; Webull's reviewers praise its charts and tools

What each app's reviewers praise, with every app's share beside the theme.

easy to use

Robinhood 32% · Webull 12% · E*TRADE 1% · Fidelity Investments 12%

Very Easy and cheap

“I love Robinhood! Its very easy to navigate and cheap.”

5★ · Robinhood · App Store · version 2026.43.1 · Oct 2026

Easy investing

“Love how easy buys and selling is as a novice investor”

5★ · Robinhood · App Store · version 2026.43.1 · Oct 2026

useful information and tools

Robinhood 6% · Webull 11% · E*TRADE 0% · Fidelity Investments 2%

Exceptional graphs and nice financial data

“I love the way the stock chart or graph is and being able to add alerts and see the financials!”

5★ · Webull · App Store · version 12.4.8 · Oct 2026

Make me rich

“I love Webull real chart”

5★ · Webull · App Store · version 12.4.0 · Sep 2026

THEIR WORDS, AND THREE MOVES

Say *easy* once layout has an answer, reply on the split screen today, and test ease against Fidelity

The phrases reviewers repeat (each chip says how many are Robinhood's), two lines from the reviews, and one reply we wrote around their words.

PHRASES 4+ REVIEWS WROTE · REVIEWS, ROBINHOOD'S OF THEM

- easy to use 55 Robinhood 35
- customer service 31 Robinhood 9
- user friendly 27 Robinhood 10
- easy to understand 13 Robinhood 10
- easy to navigate 10 Robinhood 7
- buy and sell 9 Robinhood 4

Counted, not chosen by a model: runs of 2 to 4 words that 4 or more of the reviews we read wrote, names left out; 6 of the 40 counted.

APP STORE LISTING, AFTER LAYOUT AND LAG HAVE AN ANSWER · EASY TO USE

Lead with easy, after the answers

START FROM THEIR WORDS

“I love Robinhood! Its very easy”

52 of its 199 App Store reviews say easy, Fidelity's 29. Hold until 17 App Store layout reviews have a reply.

From reviews: #11 (Robinhood), #0 (Robinhood)

APP STORE REPLIES; A RELEASE NOTE ONLY IF AN OPTION SHIPS · AN UPDATE MADE IT WORSE

Answer the split screen today

START FROM THEIR WORDS

“We've read your review about the split screen on iPad”

A reply we wrote around their words. 16 App Store reviews say an update made it worse. Acknowledge; hold any promise until an option ships.

From reviews: #151 (Robinhood), #59 (Robinhood)

SMALL COMPARISON TEST, AFTER LEGAL AND THE LAYOUT REPLIES · CONFUSING LAYOUT, HARD TO FIND THINGS

Test ease against Fidelity

START FROM THEIR WORDS

“User friendly like Robinhood”

22% of Fidelity's low stars fault layout, 17% of Robinhood's. Reviews naming the other: 5 Fidelity reviews prefer Robinhood, 3 the reverse.

From reviews: #893 (Fidelity Investments), #1015 (Fidelity Investments)

Each line takes a run of 3 or more words from the first review named; the others are on the same subject (#n = its number in the HTML list). Built on reviewers' words, with a few of our own where a reply needs them: match it to Robinhood's own voice before using it.

HOW WE READ IT

What we read, how it was sorted, and what it cannot tell you

What was asked. “Robinhood”: we read it as Robinhood (investment and stock trading app). No rivals were named, so we picked 3: Webull (a trading app for active traders, on both stores); E*TRADE (Morgan Stanley's trading app, on both stores); Fidelity Investments (the big brokerage app on both stores).

The reviews. The newest 200 reviews per app on each store, then only those from the last 60 days (487 older ones left out): the US App Store, in whatever language each reviewer wrote, and Google Play set to US English (a few are in other languages). Reviewer names and the developer's replies are not kept.

Dates. Robinhood on App Store 20 Oct 2026 to 1 Nov 2026; Robinhood on Google Play 24 Oct 2026 to 1 Nov 2026; Webull on App Store 3 Sep 2026 to 30 Oct 2026; Webull on Google Play 2 Sep 2026 to 31 Oct 2026; E*TRADE on App Store 2 Sep 2026 to 30 Oct 2026; E*TRADE on Google Play 4 Sep 2026 to 31 Oct 2026; Fidelity Investments on App Store 16 Oct 2026 to 1 Nov 2026; Fidelity Investments on Google Play 27 Sep 2026 to 1 Nov 2026; read November 2, 2026.

The themes. A model (Gemini) named one set of themes from a sample of the reviews, added themes for reviews it left out, then read each of the 1,106 reviews and marked the themes it says, up to three; a second pass reread each against its theme and kept only those that say it. 672 of the 1,106 reviews are in a theme (49 corrected by hand, each with its reason in the HTML list). The counts are exact tallies of that sorting; the sorting is a reading, not a measurement. Named and sorted by hand from a word search of the reviews, not by the model: “don't trust them with my money”; “complaints about prediction markets”.

The quotes. Every quote is one review, stored as written and shown whole. No reviewer names. Reviews that name an account, carry a link, or name or describe a private person are counted but never quoted (9 left out for naming a person). 7 reviews with only emoji in the body left out.

What it cannot tell you. Store reviews come from people who chose to write one, mostly the delighted and the annoyed; a newest-first read is what reviewers say now, not over the app's life. A share is of the reviews we read, not of users.

The evidence. The HTML version of this report lists every review we read, by theme, with a link: to the review on Google Play, to the app's reviews page on the App Store.