

■ Groww App Weekly Review Insights

Report Period:	2025-10-22 to 2025-12-30
Total Reviews:	7178
Average Rating:	4.12/5 ■

■ Top 3 Themes

1. KYC & Verification (30%)

Issues with account verification

~2153 reviews

2. Payment Issues (25%)

Problems with deposits/withdrawals

~1794 reviews

3. App Performance (20%)

Bugs, crashes, slow loading

~1435 reviews

■ User Voices

■ "KYC verification is taking too long, been waiting for 3 days"

— *Related to: KYC & Verification*

■ "Great app for beginners, easy to understand"

— *Related to: User Experience*

■ "Withdrawal is stuck, customer support not responding"

— *Related to: Payment Issues*

■ Recommended Actions

1. Reduce KYC verification time by implementing automated document verification
2. Add real-time withdrawal status tracking to reduce support queries
3. Improve app performance by optimizing API calls and caching frequently accessed data