SERVICE ALERT

Prepared Nov 16, 2026, 11:34 AM PST

Banks Having Issues - People Dont Have Access To Money

Status: Ongoing

Started Nov 16, 2026, 6:53 AM PST · Ongoing for 4 hours 42 minutes · No restoration time given by Chase (JPMorgan Chase) yet

SUMMARY

Some customers of Chase, Bank of America and Wells Fargo are having trouble logging in to online and mobile banking today. Chase says it is a technical issue, not a cyber attack, and that customers still have access to their money, though some transactions are slower. Please try again later, and contact us if a payment or deposit has not appeared.

Affected: Chase online banking, Chase mobile app, Bank of America online banking, Wells Fargo online banking, U.S. Bank, J.P. Morgan, Zelle, transfers and transactions

LATEST NEWS

Chase online and app logins, balances and transfers are still disrupted as of the latest reports on Nov 16, 2026, with Bank of America, Wells Fargo, U.S. Bank, J.P. Morgan and Zelle also reporting problems. Chase says it is a technical issue, not a cyber issue, and that customers still have access to their accounts and funds; no fix time has been given.

Chase (JPMorgan Chase) says (Nov 16, 2026, 10:49 AM PST): “Due to a technical issue, some transactions are taking longer than usual, but customers still have access to their accounts and funds. We are working to resolve this as quickly as possible.”

Source: https://fourweekmba.com/ai-chase-outage-reports-near-10000-jpmorgan-cites-tech-issue/

IS THIS A HACK?

No — this is not a hack or cyberattack.

Chase says it is not a cyber issue and that customers still have access to their accounts and funds. However it is too early to tell what is going on..

ROOT CAUSE

Chase says a technical issue is slowing some transactions; it has not said what the fault is. Reports note a Microsoft outage earlier that week, but no source links it to the bank problem.

WHAT THE IT COMMUNITY IS SAYING

Users on X and Bluesky are reporting failed web logins, slow or stuck transactions, and branch problems at Chase, with Bank of America, U.S. Bank, Wells Fargo and Zelle also named. Chase Support replied that it is working to resolve an online banking issue and told users to try again later, while some posters joke about or question whether payments still go through.

From public posts by IT administrators; not confirmed by the vendor.

LAST 2 UPDATES

Nov 16, 2026, 11:29 AM PST

Downdetector counts rose by 2 p.m. ET (Chase above 5,000, Bank of America about 1,500), and Chase still has not said what the fault is or when service will return.

Nov 16, 2026, 11:13 AM PST

Chase, Bank of America, Wells Fargo, U.S. Bank, J.P. Morgan and Zelle had user-reported login and transaction problems on Nov 16, 2026; Chase says it is a technical issue, not a cyber issue, and that customers still have access to their accounts and funds.

Questions? Contact BIS Computer Solutions, Inc.

Phone: +1-818-248-5023 · Fax: +1-818-249-1169 · Email: support@biscomputer.com · Web: www.biscomputer.com