SERVICE ALERT

Prepared Nov 16, 2026, 12:45 PM PST

Banks Having Issues - People Dont Have Access To Money

Status: Ongoing

Started Nov 16, 2026, 6:53 AM PST · Ongoing for 5 hours 52 minutes · No restoration time given by Chase (JPMorgan Chase) yet

SUMMARY

Some customers of Chase, Bank of America, Wells Fargo and other banks cannot log in to online or mobile banking today. Chase says it is a technical issue, not a cyber issue, and that customers still have access to their accounts and funds, though some transactions are slower. Try again later, or use ATMs, branches or phone banking where available, and contact us if a payment or deposit has not appeared.

Affected: Chase online banking, Chase mobile app, Chase branches (reported), Bank of America online banking, Wells Fargo online banking, U.S. Bank, J.P. Morgan, Truist, Capital One, TD Bank

LATEST NEWS

Chase online and mobile banking remain disrupted, and Chase says some transactions are slower while funds stay accessible. Wells Fargo says online banking is temporarily unavailable, and Bank of America, U.S. Bank, Truist, Capital One, Zelle and TD Bank also show user reports. No bank has announced a fix or a restoration time.

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

Source: https://www.yahoo.com/news/us/articles/widespread-outages-reported-chase-bank-184310523.html

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 named the fault. An unnamed source told NBC News the Chase problem was an internal technical bug, which is unconfirmed. Microsoft's separate Nov 12–13 outage was blamed on a network change and capacity upgrade, but no bank has linked the two.

WHAT THE IT COMMUNITY IS SAYING

Posters on X and Bluesky say Chase web and mobile logins are failing, with Downdetector-based counts also naming Bank of America, Wells Fargo, U.S. Bank, J.P. Morgan, Capital One and Zelle. A few posters say some Chase branches turned people away, including for cashier's checks, but that claim is secondhand and unconfirmed. Chase's public line of a technical issue, not a cyberattack, with funds still accessible, is repeated, while the posts themselves offer no fix time.

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

LAST 4 UPDATES

Nov 16, 2026, 12:43 PM PST

New since the last check: Plaid reports connection failures tied to Chase accounts, an unnamed source calls the Chase fault an internal bug, U.S. Bank comments on Zelle, and bank stocks fell.

Nov 16, 2026, 12:25 PM PST

New since the last check: Downdetector counts at 2:30 p.m. ET (including TD Bank), NBC News reports that branch transactions were also affected, and a Microsoft cause detail; no bank has announced a fix.

Questions? Contact BIS Computer Solutions, Inc.

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Nov 16, 2026, 12:09 PM PST

New since the last check: Wells Fargo says it is investigating, Truist and Capital One show report spikes, Zelle's own statement conflicts with an earlier report, and Chase-related reports are reportedly easing, but no bank has announced a fix.

Nov 16, 2026, 11:53 AM PST

New: Microsoft's stated cause for its Friday outage, Wells Fargo still giving no cause or timetable, and an unverified Chase count that conflicts with other reports.