SERVICE ALERT

Prepared Nov 16, 2026, 2:50 PM PST

Banks Having Issues - People Dont Have Access To Money

Status: Ongoing

Started Nov 16, 2026, 11:48 AM PST · Ongoing for 3 hours 3 minutes · JPMorgan Chase's estimate: No fix confirmed; Chase aimed to fix the issue by end of day Nov 16

SUMMARY

Some Chase, Wells Fargo and other bank customers had trouble logging in to online and mobile banking on Monday, November 16. Chase says this is a technical software issue, not a cyber attack, 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), Chase-linked outside apps, Bank of America online banking (conflicting reports; AP says no problems), Wells Fargo online banking, Zelle transfers to Chase accounts, U.S. Bank (own systems not directly affected), J.P. Morgan, Truist and Capital One (Downdetector spikes only)

LATEST NEWS

Chase online banking, mobile app and some branch transactions were still slow or failing in the latest reports, and no fix has been confirmed. Some users now report regaining access to login, withdrawals and Zelle, while reports have declined from the afternoon peak but are not yet back to normal.

JPMorgan Chase says (Nov 16, 2026, 12:55 PM PST): “Temporary issue related to a software bug in on-premise hardware systems; no evidence this is cyber-related. Taking longer than usual to service some customers.”

Source: https://www.nbcnews.com/business/consumer/outages-chase-banking-online-branches-rcna609673

WHAT YOU NEED TO DO

Retry online or mobile banking later, and check that any Zelle payment or direct deposit has arrived once the bank confirms the fix.

WHAT BIS COMPUTER SOLUTIONS, INC. IS DOING

We are watching Chase and Wells Fargo for a fix statement and will update you when one is confirmed.

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 temporary issue tied to a software bug in on-premise hardware systems is slowing some transactions; it is not cyber-related. Chase has not described the bug in detail. A source told NBC News the fault was internal and technical. No source links it to the Microsoft outage of Nov 13.

WHAT THE IT COMMUNITY IS SAYING

Posters on X and Hacker News describe Chase web logins failing, missing balances, Zelle trouble and some branches turning customers away, while Chase Support tells users to try again later. Users are asking for a fix timeline and whether lost revenue will be reimbursed, and a few say their own access works. A minority post claims a state-sponsored cyberattack, attributed to a Jamie Dimon quote I could not verify and which conflicts with Chase's own statement.

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

Questions? Contact BIS Computer Solutions, Inc.

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LAST 4 UPDATES

Nov 16, 2026, 2:42 PM PST

New: some users say access has returned (Tom's Guide), NBC News adds the outage timing and an unnamed source's view that it is retail-only, and a Downdetector update says Bank of America Zelle is operating normally; no bank has confirmed a fix.

Nov 16, 2026, 2:25 PM PST

Small new details only: a tracker reading showing Chase back and Bank of America partly affected, Fox 4's report that Chase gave no full-restoration timeline, and a Daily Voice caveat on the spillover to other banks. No fix is confirmed.

Nov 16, 2026, 2:12 PM PST

Chase's own X post adds that other banks were hit only through transactions with Chase, and new reporting gives breakdowns of the Chase reports; no fix has been confirmed.

Nov 16, 2026, 1:40 PM PST

Chase said late Monday that its outage was a software bug in on-premise hardware, not a cyber issue, and that it aimed to fix it by end of day; no fix has been confirmed yet.