SERVICE ALERT

Prepared Nov 16, 2026, 1:38 PM PST

Banks Having Issues - People Dont Have Access To Money

Status: Ongoing

Started Nov 16, 2026, 6:48 AM PST · Ongoing for 6 hours 51 minutes · No restoration time given by Chase (JPMorgan Chase) yet

SUMMARY

Some customers of Chase, 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 (conflicting reports), Wells Fargo online banking, Zelle transfers to Chase accounts, U.S. Bank, J.P. Morgan, Truist, Capital One

LATEST NEWS

Chase online and mobile banking remain disrupted, with some transactions slower while funds stay accessible. Wells Fargo online banking is temporarily unavailable, and no bank has announced a fix or restoration time; AP reports Bank of America and Citigroup were not having problems, which conflicts with other Bank of America reports.

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 and 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 say Chase web logins are failing, with Downdetector-based counts also naming Bank of America, Wells Fargo, U.S. Bank, Zelle and Capital One. Some say ATMs or Chase branches are also affected, but these reports are unconfirmed; Chase's own support reply asks people to retry later and shows no fix time. Many posters are asking when service returns and whether the cause is a cyberattack, with most treating Chase's technical-issue line as unverified.

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

LAST 4 UPDATES

Nov 16, 2026, 1:24 PM PST

New: AP says Bank of America and Citigroup were not having banking-service problems Monday, the bank said the issue is not systemically affecting the whole banking system, and the Zelle network operator says its network is fully operational.

Questions? Contact BIS Computer Solutions, Inc.

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Nov 16, 2026, 1:08 PM PST

Only one small new detail: CNN reports that the problems at the other banks appear tied to Zelle transfers sent to Chase accounts. No bank has announced a fix.

Nov 16, 2026, 12:51 PM PST

One new item: a Yahoo report says Bank of America's own status page shows its system as down; no bank has announced a fix.

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.