



## Bank of America customers outraged at money missing from their accounts

### Description

UPDATE: Bank of America has resolved a problem customers were experiencing with Zelle transactions missing from their accounts, the company said.

NEW YORK (PIX11) — Some Bank of America customers expressed concern and frustration after seeing money missing from their accounts Wednesday morning, according to social media posts.

“Saw Bank of America was trending and turns out my account was impacted so happy Wednesday everyone,” Keira Renee said in a [tweet](#).

“I am at the point of a collapse. Where is my money?” another customer [tweeted](#).

Customers complained about money missing from deposits and Zelle transactions. Many said they called the bank’s customer service and have not had any luck getting information.

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A message in the Bank of America app Wednesday morning said Zelle transactions from Saturday through Tuesday were delayed. The alert said the accounts would be updated as soon as possible, but did not specify when.

“We apologize for any delay or inconvenience,” the bank message said.

The alert has since been removed from the app.

A spokesperson for Bank of America told PIX11 News the issue was resolved on Wednesday afternoon. PIX11 reached out to Zelle for comment but did not immediately receive a response.

by: Mira Wassef

### Category

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