



Incident History

November 2023

P2P Pending Payments

Cash App is back to 100% and all pending payments have been completed. Thank you for your patience.

Nov 12, 18:23 - Nov 13, 07:02 PST

Unable to Cash Out

The issue in regard to Cash Out's have been fixed. Feel free to retry to Cash Out once funds are returned back to your balance.

Nov 11, 08:53 - 10:08 PST

Log Ins, Sign-Ups, Failed Payments, and Connection Issues

This incident has been resolved.

Nov 2, 14:35 - 16:21 PDT

October 2023

Connection Issues

We can confirm that the degraded performance for VISA and Mastercard transactions has been resolved. Thank you for

your continued patience throughout this issue.

Oct 31, 07:36 - 07:44 PDT

Connection Issues

This incident has been resolved and the team is continuing to monitor the situation.

Oct 29, 03:55 - 06:45 PDT

Connection Issues

All pending payments have been completed and the app is working normally.

Oct 23, 11:53 - 18:03 PDT

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September 2023

Pending Payments and Add Cash Issues

We've resolved the issue causing pending peer-to-peer payments, failed Add Cash attempts, and Cash Card orders. If your attempt failed, please try again now. We appreciate your patience while we worked to resolve this issue. If the issue persists, please don't hesitate to reach out to us.

Sep 28, 10:58 - 14:00 PDT

Cash App is back online

A recent connection issue with our third-party service provider caused some delays across the app. We're sorry for any inconvenience. We've resolved the issue and continue to work on any remaining impact to customers. If you aren't sure if a transaction went through, pull down on your Activity feed to refresh. We appreciate you being a Cash App customer.

Sep 18, 11:13 - Sep 19, 00:50 PDT

Cash Card Transactions Declining

Our team has resolved the issues affecting some Cash Card transactions. All transactions should now be working as expected.

Sep 18, 15:18 - 16:14 PDT

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