# NatWest experiences online and mobile banking outages causing disruption for customers



NatWest faced outages in its online and mobile banking services on Tuesday morning, causing inconvenience for numerous customers who took to social media to report issues. The disruptions began around 6am, as per DownDetector, with problems peaking at 7.30am. Complaints on X, formerly Twitter, highlighted difficulties in logging into bank accounts, checking balances, and transferring money. Some users mentioned that local branches were closed, making it harder to manage finances in person.

NatWest acknowledged the problem on its X help account, stating the issue was being investigated as a high priority. The bank advised customers to use telephone banking, ATMs, or visit branches for transactions. Debit and credit cards remained functional during the outage. The incident prompted an apology from NatWest, which confirmed efforts to restore access were underway.