

fiX Coinbase Balance Issues ☎+1 (929) 590-5940 10 Step-by-Step Solutions Of Not Showing

Opening Coinbase to see a blank balance, a row of dots, "\$0.00," or a message that you have "no cash balance" is stressful. Usually your funds are not lost. The cause is typically a deposit hold, a loading problem, or a mix-up between your cash balance and your crypto holdings. Work through the steps in order, from quickest to most involved.

First, Understand What the Message Means

What you see	Usually means	
Dots instead of numbers	The app is still loading or can't reach Coinbase's servers	
Balance shows but "not available to send"	A hold is on a recent deposit or purchase	
"You have no cash balance"	No USD (or local currency) in your cash wallet; your crypto may still be there	
Shows 0	Wrong account, wrong currency view, or a display glitch	
"Insufficient funds"	Not enough available balance to cover the amount plus fees	

Step 1: Check Whether Coinbase Is Having Problems

Before changing anything, check Coinbase's official status page and its support account on X. If servers are slow, balances can show as dots or fail to load, and they return once the issue is fixed. Waiting 10 to 15 minutes costs nothing.

Step 2: Refresh, Restart and Reconnect

Pull down to refresh the app, then force-close and reopen it. Switch between Wi-Fi and mobile data, and turn off any VPN. On the website, log out and back in. A stale session is a very common cause of "balance not loading" and "balance not updating."

Step 3: Update the App or Clear Your Browser

Update Coinbase from the App Store or Google Play and restart your phone. On a computer, update your browser, clear the cache, and disable extensions (especially ad blockers or other wallet extensions) that can interfere with Coinbase's security widgets. Try a different browser too.

Step 4: Check for a Deposit Hold

This is the top reason for "balance not available" and "not available to send." Coinbase explains that the available balance is the amount you can transfer or cash out, and that cash deposits can be placed on hold and aren't immediately available to send or cash out. A hold isn't a glitch, and you can see its status in the transaction details inside the app.

To see your numbers, start a send or buy and tap the **Available** tooltip, or open your USD page and choose **See Balance Summary**. You'll see how much is on hold and when it's released. Coinbase will also email you when the assets become available.

Step 5: Know What You Can Do During a Hold

While funds are on hold, crypto bought with that cash can still be sold or traded on Coinbase. Held cash can't be used to buy certain things (such as DEX assets and prediction market contracts) or to send crypto purchased with it until the hold ends, and only settled cash can buy stocks and ETFs. Coinbase Support cannot shorten the hold, so don't spend time asking for that. For future deposits, a debit card or wire transfer may avoid the wait. Check fees and limits first, since they vary by account.

Step 6: Look in the Right Place for Your Funds

"Coinbase shows balance but no assets" and "no cash balance" often mean you're looking at the wrong tab or currency.

- Open **Assets** (or Portfolio) and check crypto, not just cash.
- Check the **USD wallet** separately from your crypto.
- Make sure the display currency and filter aren't hiding small or zero-value assets.
- Confirm you're signed into the right account and email. Multiple accounts are easy to mix up.

If you see "You have no cash balance," you need to add cash or sell some crypto before you can buy, send or withdraw cash.

Withdrawing cash needs settled funds in the cash wallet.

Step 7: Fix "Insufficient Funds"

When Coinbase says you don't have enough, check these:

- Your **available** balance, not your total balance.
- The **network fee** or Coinbase fee, which is added to the amount.
- Your **payment method** is linked, verified and has enough money in the bank or card.
- Your **withdrawal or purchase limit**, which depends on your verification level.

Try a slightly smaller amount to leave room for fees.

Step 8: Complete Verification and Account Reviews

Coinbase can restrict sending and withdrawals if your identity details are outdated or if the account has a pending issue. Before you send, confirm your ID information is current, your payment method is verified, you're using the correct network and destination address, and nothing else is pending on your account. Extra security checks can also appear during volatile markets. If you lost access to your email, password or 2FA, use Coinbase's Account Recovery portal.

Step 9: Coinbase Wallet Not Showing Balance

Coinbase Wallet is a separate self-custody product. It doesn't use your Coinbase exchange login, so its balance shows only what's on the blockchain addresses of that wallet.

1. Confirm you're on the correct network (Ethereum, Base, Solana and so on).
2. Look up your address on the matching block explorer. If the explorer shows funds, they're safe.
3. Add the token manually if it isn't listed.
4. Update the app and refresh.
5. If you restored the wallet, check you used the right recovery phrase. Never share it with anyone.

Step 10: Contact Official Coinbase Support

If nothing works, use only official channels:

- **Help Center and live chat:** help.coinbase.com
- **In-app help:** Profile → Help → Contact Us
- **Phone (urgent account issues, US):** 1-888-908-7930
- **Account Recovery portal:** from the sign-in page ("Need help?")

Include the date, amount, payment method, any screenshots and the transaction ID. Never share your password, 2FA codes or recovery phrase.

Extra Tips

- Check **Transaction History** first. A completed buy that "disappeared" is often in a different wallet or asset list.
- Prefer **debit card or wire** when you need funds fast, and plan for a delay with bank (ACH) transfers.
- Keep your ID, phone number and payment methods up to date.
- Turn on 2FA and use a unique password so you're never locked out.
- Take screenshots when you see the problem, because support responds faster to evidence.
- If your balance suddenly drops to 0, don't panic. Check the explorer, history and security alerts first, and change your password if you notice anything you don't recognize.

Scam warning: Dozens of websites list fake Coinbase phone numbers. Coinbase will never ask for your password, 2FA code or recovery phrase, and no one should contact you first offering to "unlock" your balance.

Frequently Asked Questions

Why is my Coinbase balance not showing?

It's often a loading issue, a wrong account or view, or a hold on a new deposit. Refresh, update the app, then check the balance summary for holds.

Why is my Coinbase balance not available to send?

Recent bank-funded deposits can be on hold. The hold varies, and Support can't shorten it. You can usually still sell or trade during the hold.

Why does Coinbase say I have no cash balance?

Your cash (USD) wallet is empty. Your crypto may still be in your portfolio. Add funds or sell crypto to create a cash balance.

Why is Coinbase showing just dots?

Dots mean the balance hasn't loaded. Check Coinbase's status, switch networks, update the app and log in again.

Why did my Coinbase balance go to 0?

Check that you're in the right account and view, look at transaction history, and review security notices. [Contact official support](#) if funds are still missing.

Why does Coinbase say insufficient funds?

Your available balance may be less than the amount plus fees, or part of it may be on hold.