

CHASE INTERNET SERVICE CENTER PHONE MENU

At Chase, we're continually looking for ways to improve your user experience. That's why we created this helpful phone menu for you to use when calling the Chase Internet Service Center. Please note: For your security, we may ask you to verify your identity during the call.

To get started call 1-877-CHASEPC (1-877-242-7372). For Spanish please press 9.

For faster service, please enter your Chase Debit/ATM Card Number and PIN

If you don't have your debit card, enter your account number or Chase By Phone User ID and then the password you selected.

PRESS #1

For account information, such as balances, pending transactions, account history, banking card purchases or funds transfers

PRESS #2

For website and Chase Mobile® Banking enrollment or password assistance

- Press 1: For personal deposit and loan accounts
- Press 2: For business deposit and loan accounts
- Press 3: For consumer credit card accounts
- Press 4: For business credit card accounts

PRESS #3

For Online Bill Payment, Quicken, Money, Chase Quick DepositSM Scanner and other payments and transfer services accessible on Chase Online®

- Press 1: For Quicken or Money assistance
- Press 2: For personal bill payment assistance
- Press 3: For business online bill payments, including payroll, Tax, ACH Payments and collections or other business payment and transfer services
- Press 4: For business Quick Deposit Scanner assistance
- Press 5: For consumer Quick Deposit Scanner assistance

PRESS #4

For questions or concerns on emails claiming to be from Chase

- Press 1: For general information on suspicious emails claiming to be from Chase
- Press 2: If you received a suspicious email, but did not reply, click any links or enter any personal information
- Press 3: If you received a suspicious email, and did reply, click a link or enter any personal information

PRESS #5

For information on your credit card account

- Press 1: For consumer card enrollment or password assistance
- Press 2: To transfer to consumer credit card center for account information
- Press 3: For business card enrollment or password assistance
- Press 4: To transfer to business credit card center for account information
- Press 5: To repeat the menu
- Press 6: To return to the main menu

PRESS #6

For information on your loan account

- Press 1: For mortgage or home equity loan account assistance
- Press 2: For auto loan general account assistance
- Press 3: For student loan assistance
- Press 4: For all other inquiries

PRESS #0

For all other internet assistance

