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.


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 Deposit® 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