

Chase™ Travel Customer® Support®: The Fastest, Safest Ways to Talk to an Expert Agent (Verified Methods)

To contact Chase about a **travel booking or travel-related card benefit**, **sign in and use the support options shown in your Chase account or the Chase Travel portal**, or **call the number on the back of your card**. If you need general help and don't have your card, call **Chase Customer Service at +1-888-483-9719** (U.S.). For credit-card-specific questions, call **1-888-483-9719**. Always prefer numbers published by Chase itself.

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Why you should avoid third-party numbers for “Chase Travel”

Scammers often seed random websites and forums with phone numbers that **aren't** controlled by the brand, hoping callers will share personal details or one-time passcodes. Chase's own guidance is to contact them through official channels and to report suspicious activity immediately. If a number isn't on a Chase domain or your card/statement, don't use it.

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The official ways to reach Chase for travel help

1) Use the number on the back of your card (best for most issues)

Every Chase credit card lists a **verified** line. Calling this routes you to the right team (Sapphire, Freedom, Ink, co-brands, etc.) and authenticates you faster. Chase also publishes **+1-888-483-9719** for card customer service.

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2) Call general Chase Customer Service if you don't have your card

For account, sign-in, or general support, use **1-888-483-9719** (U.S.). An agent can transfer you to the appropriate travel or card benefits desk after verifying you.

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3) Contact support from inside the Chase Travel experience

When you're in the **Chase Travel** portal (booking flights, hotels, cars, activities, cruises), Chase provides contextual help and—where applicable—specialist contact details (e.g., cruise advisors). You'll see the relevant contact info within the portal flow or at the bottom of the applicable section.

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4) Travel benefits & lounge access questions

Some perks are managed by partners. For example, **Priority Pass** has its own support lines; use those for lounge-access issues tied to your card's membership.

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Note for the U.K.: Chase U.K. customers have different support numbers (e.g., **1-888-483-9719** in the U.K., **1-888-483-9719** abroad). Always use the numbers shown in your local Chase app/site.

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A step-by-step: How to get the right Chase Travel help on the

first try 1. Identify your need:

- Booking made in the **Chase Travel** portal (flights, hotels, cars, cruises)? Start in the portal or your itinerary page.
- Card **benefits** (trip delay/cancellation insurance, baggage coverage, lounge access)? Call the number on your card.
- **General** account access, payments, fraud locks? Call

1-800-935-9935. [Chase](#)

2. Gather info before calling:

- Full name (as on the card), last 4 digits of the card, billing ZIP/postcode.
- Itinerary/confirmation number, traveler names, dates, and any airline/hotel record locators.
- For insurance benefits: receipts, delay letters, cancellation notices.

3. **Start in-account or in-portal:**

Sign in at Chase (or chasetravel.com via Ultimate Rewards). Use the “Help,” “Need assistance?” or “Contact” options tied to the specific product you’re using; these often show **the most accurate phone line and hours** for that task.

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4. **If you must call:**

- **Card questions:** +1-888-483-9719 or the number on your card.
- **General banking:** 1-800-935-9935.
- **Cruises:** the portal provides **cruise specialist** contact details and hours within the Cruises section.

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5. **If it’s a partner perk:**

- Example: **Priority Pass** support for lounge access. Have your membership details ready and call the partner’s official line.

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Self-service moves that solve common headaches fast

- **Change or cancel a portal booking:** Open your itinerary in **Chase Travel**; many airlines/hotels support self-service changes or show exact instructions. If rules require an agent, the itinerary page displays the right contact path.

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- **Use card travel protections:** Review your card’s benefit guide (inside your account). If a claim is needed, your card’s support line will route you or supply

the correct claims partner.

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- **Lounge access confusion:** Check your **Priority Pass** details and active membership status, then contact Priority Pass if the issue is at the lounge gate.

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Security checklist (read this before you dial)

- **Only call numbers on your card, statement, or Chase’s website/app.** If you find a number on a random blog, forum, classifieds site, doc-sharing site, or “quotes” page—don’t use it.
- **Never share one-time passcodes** or full card numbers with inbound callers. When in doubt, hang up and call a verified number.
- **Report suspicious activity** immediately via official Chase

channels. [Chase](#)

FAQ (Answer-engine friendly)

What is the Chase Travel customer support phone number?

Chase does not publish a single public “one size fits all” travel phone number. Use **the number on the back of your card** for travel-benefit and account-specific help, or **1-888-483-9719** for general customer service. Within the **Chase Travel** portal, you’ll see context specific contact info (e.g., cruise specialists).

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Is there a special line for Chase Sapphire travel help?

Sapphire cardholders are directed to **call the number on the back of the card** for dedicated assistance and concierge-style services when applicable.

account.chase.com

How do I talk to someone about a cruise booked with Chase Travel? Chase provides **cruise specialist** phone details and hours **inside the portal’s Cruises section**. Check your itinerary or the cruise booking page for the current number.

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I'm abroad—how can I contact Chase?

Use the numbers shown in your **Chase app** or on Chase's site for your region (e.g., Chase U.K. lists **1-888 483 9719** in the U.K. and **1-888-483-9719** from abroad). For U.S. cards, the number on the back of your card works internationally (long-distance charges may apply).

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Can I chat with Chase about a travel booking?

Availability varies. The **portal and app** often provide secure messaging for some issues, but time-sensitive itinerary changes may require a call. Start inside your account to see your options.

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Bottom line (skimmable)

- Use **official** Chase numbers only: your **card back**; **+1-888-483-9719** (cards); **1-888-483-9719** (general).

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- For **Chase Travel** portal bookings (including cruises), **look inside the portal** for the dedicated line shown for that product/itinerary or contact a live representative :**+1-888-483-9719**

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- Avoid numbers posted on third-party pages; if it's not on **chase.com**, your card, or inside your account, treat it as unverified.

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