

How to Contact Chase Travel Concierge Service-(Complete Guide)

{HelpDesk} -1-855-628-4230

How to Contact Chase Travel Concierge Customer Service | Phone, Hours & FAQs

Need Chase Travel Concierge help? Learn the fastest ways to reach Chase Travel Support (call 1-855-628-4230), what to expect, hours, steps to prepare.

How to Contact Chase Travel Concierge Customer Service

If you hold a Chase travel product (for example a Sapphire card) or booked through Chase Travel and need live help, this guide tells you how to reach Chase Travel Concierge / Travel Support quickly, what information to have ready, what the concierge can (and can't) help with, and answers to common FAQs.

Primary phone (U.S.): 1-855-628-4230 — save this number in your phone for immediate Chase Sapphire Travel Support and related travel assistance.

Why call Chase Travel Concierge (and when to call)

Chase Travel Concierge (sometimes called Travel Support, Reserve Travel Designers, or Travel Designer services depending on your card) helps with:

- Changes to Chase travel bookings (flights, hotels, cars, cruises) booked through Chase Travel.
- Assistance using travel protections (trip interruption, cancellation, travel insurance claims).
- Concierge-style requests for travel planning and reservations (for eligible cardholders).
- Questions about Ultimate Rewards travel redemptions and benefits.

Best phone-first workflow (fastest way to get help)

1. Dial 1-855-628-4230 from the U.S.
2. Have your details ready.
3. For claims, prepare all receipts.
4. Ask for case/reference numbers.
5. Confirm next steps.

Alternative contact methods & tips

- Back-of-card number.
- Chase Travel portal.
- Chase general support.
- Document everything.
- Be aware of time zones/hours.

What the Chase Travel Concierge can and cannot do

They CAN:

- Rebook or change Chase Travel reservations.
- Assist with refunds.
- Begin travel insurance claims.
- Make recommendations/reservations (eligible cards).

They CANNOT:

- Force suppliers to issue refunds.
- Access unrelated banking info.
- Guarantee supplier outcomes.

FAQ — Everything travelers ask about Chase Travel

Q: What is the Chase Travel Concierge number?

A: `1-855-628-4230.

Q: Is the concierge free?

A: Yes for eligible cardholders (purchases still cost money).

Q: Can they change Chase Travel bookings?

A: Yes, subject to policies.

Q: How do I file a claim?

A: Call support to initiate.

Q: What if lines are busy?

A: Try callback or portal messaging.

Q: International access?

A: Use back-of-card number.

Q: Refund timelines?

A: Depends on supplier.