

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

{Live Agent} -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.

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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.

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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.

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Alternative contact methods & tips

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

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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.

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## 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.