Account Updater

BENEFITS AT A GLANCE

- Retains customers with uninterrupted service
- Increases customer loyalty
- Reduces customer cancellation by preventing interruption of the payment relationship
- Minimizes costs associated with collections and with updating accounts manually
- Keeps the updating process transparent to customers
- Maintains account-on-file information, quickly and efficiently

Retain Customers with Seamless Data Account Updates

You can update account-on-file information quickly and efficiently with Chase Paymentech's Account Updater Program. Available for acounts in North America and Europe* this program ensures a seamless experience for Visa® and MasterCard® cardholders when Issuers make changes to their card account data. With Account Updater, Issuers provide current card-holder account information through acquirers, to merchants, who then electronically maintain the customer account data.

Stay on Top of Critical Customer Data Changes

Cardholder account information changes occur for a variety of reasons, including upgrades, portfolio conversions, card expirations, lost or stolen cards and account closures. Participating merchants use updated cardholder account information to support subscription services, recurring payments, preferred customer programs and express payment option capabilities. Our service even supports card brand flips in the United States – when a bank changes its card program from MasterCard to Visa, or vice versa.

*Supported country list may change as the payment brands expand this program. Your Chase Paymentech representative can provide you with the current list.

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How it Works

On a continuous basis, participating issuers provide cardholder account updates to Visa and MasterCard, which are then shared electronically with merchants through their Acquirer.

- Every day, Chase Paymentech submits inquiry files containing account numbers and expiration dates to Visa's and MasterCard's Account Updater programs on your behalf.

- Within 24 hours, Visa and MasterCard send response files back to Chase Paymentech, providing account updater responses.

- Chase Paymentech then provides the updated account information via electronic file transfer – one file for Visa and another for MasterCard. You may access these files via several different connection methods, including FTP, RFR, or NDM.

Account numbers may be submitted to Visa and MasterCard in one of two ways:

- Extracted Transactions: Chase Paymentech extracts your previously deposited transactions stored in our Transaction History database, and submits them to Visa and MasterCard on your behalf. You decide how many days prior, from one to 180, that Chase Paymentech will extract transactions on a daily basis. For example, an extract of deposited transactions 23 days preceding the current day allows ample time to update files with new account information, prior to submitting monthly recurring billing transactions.

- Submitted Transactions: You submit account numbers, Account Updater Action Codes and other pertinent information within your submission file.

More Information

To learn more, please contact your Chase Paymentech representative, visit us at chasepaymentech.com or call 1.800.788.6010.

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