



## INTERACTIVE VOICE RESPONSE (IVR) SYSTEM

### 24-HOUR, 365-DAY TOUCHTONE ACCESS TO:

- Transaction History Database
- Visa/MC Bank Telephone Numbers

### EASY ACCESS:

- Dial (603) 896-8700
- Enter your 6-digit Company Number (formerly known as the MA#) followed by the pound (#) key

### NOTES:

1. If you know which option you want, you may select it at any time during the message
2. If your request cannot be processed, you will be transferred automatically to our Merchant Services Center
3. If you are unable to access the IVR System or experience other problems, please call our Merchant Services Center during normal business hours at (603) 896-8333

## IVR OPTIONS

### PRESS

0

For a **Merchant Services Representative**  
(M-F, 8 AM - 8 PM ET)

1

For **Transaction History**

- Enter **credit card number** (for card inquiries) or **customer's checking or savings account number** (for ECP inquiries) followed by the pound (#) key

### FURTHER TRANSACTION HISTORY OPTIONS:

### PRESS

#

Move to the **next transaction or skip over transactions**

0

Transfer to **Merchant Services**

1

Enter **another request**

2

Return to **Main Menu**

9

**Fax Report**

Please enter your fax number as:

**AREA CODE – XXX-XXXX**

**Note: DO NOT prefix with a "1"**

## IVR OPTIONS

### PRESS

2

For **Visa/MC Bank Telephone Numbers**

- Enter **first 6 digits of customer's credit card number** followed by the pound (#) key

### FURTHER BANK LOOKUP OPTIONS:

### PRESS

0

Transfer to **Merchant Services**

1

Enter **another request**

2

Return to **Main Menu**

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If you make a keying error for either Option, **Press the Star key** to start over

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