

— ✱*{[⟨ C.h.a.s.e Travel Inc⟩]} How To Request SuPeRviSor EscalaTion *if* Necessary

⟩⟩⟩CHASE

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Chase Travel provides millions of customers with access to flights, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or hotels, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or rental cars, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or and other travel services through the Chase Travel Portal. For many travelers, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or using Chase Ultimate Rewards points makes booking trips easier and more affordable. However, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or travel plans do not always go smoothly. Customers may face problems such as delayed refunds, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or cancelled flights, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or incorrect hotel reservations, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or booking errors, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or missing Chase points, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or or unsatisfactory customer service experiences. When these situations happen, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or knowing how to raise a complaint to Chase Travel correctly is important. Simply contacting support and explaining frustration may not always lead to a quick solution. The most effective complaints are organized, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or supported with evidence, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or and escalated through the correct channels when necessary. This guide explains the complete Chase Travel complaint process, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or

including how to contact support, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or how to request escalation, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or how to reach higher-level departments, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or and what steps to take if your problem remains unresolved. Quick Answer: How Do I Raise a Complaint to Chase Travel? To raise a complaint with Chase Travel: Contact Chase Travel customer support through official channels. Provide your booking details and explain the problem clearly. Request a complaint or case reference number. Keep records of all communication. Request supervisor escalation if the issue is not resolved. Submit a formal escalation if the complaint requires higher-level review. A clear and professional complaint increases the chances of reaching the correct Chase Travel department. Common Reasons Customers Raise Complaints With Chase Travel Before submitting a complaint, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or identify the exact problem. This helps Chase route your request correctly. 1. Flight Booking Problems Flight-related complaints are among the most common. Examples include: Flight cancellation issues Airline schedule changes Incorrect flight details Seat assignment problems Delayed airline refunds Problems modifying reservations Baggage-related concerns Because flights involve both Chase Travel and airlines, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or some complaints require coordination between multiple parties. 2. Hotel Reservation Issues Customers may complain about: Hotel reservation not found Wrong room category Unexpected charges Property cancellation Poor communication Refund delays When reporting a hotel issue, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or always include your booking confirmation and any communication with the hotel. 3. Chase Ultimate Rewards Points Issues Customers using Chase points may experience: Incorrect points deduction Failed points booking Missing points after cancellation Travel portal errors Confusion about redemption value These complaints usually require a review of your Ultimate Rewards transaction history. 4. Poor Customer Service Experience Sometimes the complaint is about the support process itself. Examples: Long waiting times Multiple transfers No follow-up Conflicting information Unresolved previous cases These issues should be documented carefully before escalation. Step 1: Collect All Information Before Contacting Chase Travel A common reason complaints take longer to resolve is missing information. Before contacting Chase Travel, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or prepare the following. Booking Details Collect: Chase Travel confirmation number Airline confirmation code Hotel reservation number Travel dates Destination Passenger information Payment and Rewards Information Depending on the issue, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or you may need: Chase card details Ultimate Rewards transaction information Payment confirmation Refund details Only share sensitive information through

official Chase channels. Never provide: Passwords Security codes Full card numbers publicly

Create a Timeline of Events A timeline helps support teams understand your situation quickly. Example:

Date	Action
August 1	Flight booked through Chase Travel
August 5	Airline cancelled flight
August 6	Contacted Chase Travel
August 12	Refund still pending

This shows exactly what happened and what steps have already been taken.

Step 2: Contact Chase Travel Customer Support Your first step should be contacting Chase Travel support directly. Many issues can be resolved at the first level if the complaint is explained clearly. When contacting support, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or explain: What happened When it happened What steps you already took What solution you need

Example of a Strong Complaint Explanation

Weak complaint: "My travel booking is wrong and nobody is helping." Strong complaint: "My hotel reservation booked through Chase Travel was cancelled by the property. I contacted support on August 5, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or but I have not received confirmation regarding my refund. I would like my case reviewed and an update on the refund timeline." The second version gives the representative specific information to investigate.

Ways to Contact Chase Travel Support

Phone Support Phone support is usually the best option for urgent travel problems. Use phone support for: Same-day flight issues Emergency travel situations Immediate booking changes

During your call, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or record: Representative name Date and time Case number Promised resolution date

Online Account Support

Written support through your Chase account can be useful because it creates a communication record.

Benefits: Easy documentation Clear history Ability to reference previous conversations

Chase Mobile App The Chase mobile app can help travelers access support while away from home. It is useful for: Checking booking details Accessing account information

Contacting support during travel

Step 3: Write an Effective Chase Travel Complaint A successful complaint should not only explain the problem. It should clearly request a solution. A professional complaint includes five important elements.

1. Clear Subject Line Examples: Request for Escalation: Unresolved Chase Travel Refund Issue Complaint Regarding Chase Travel Booking Problem Request for Review of Chase Ultimate Rewards Issue
2. Brief Problem Summary Explain the issue clearly. Example: "I booked a hotel through Chase Travel using Ultimate Rewards points. The reservation was cancelled, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or but my points have not been returned."
3. Supporting Evidence Attach: Booking confirmation Receipts Screenshots Previous emails Case numbers
4. Requested Resolution Clearly state what you want. Examples: Refund confirmation Points restoration Booking correction Explanation of charges Supervisor review
5. Expected Follow-Up Ask for a response timeline. Example: "I would appreciate confirmation of the next steps and expected

resolution timeframe." Step 4: Use a Chase Travel Complaint Template Writing a structured complaint increases the chance that your issue will be understood and handled efficiently. A good complaint should be factual, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or polite, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or and focused on the solution you need. Chase Travel Complaint Email Template Subject: Request for Escalation and Resolution of Unresolved Chase Travel Complaint Dear Chase Travel Support Team, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or I am contacting you regarding an unresolved issue with my recent travel booking made through Chase Travel. Booking Information: Booking Reference: Travel Date: Destination: Travel Provider: Chase Case Number 📞 (if available): Issue Details: I am requesting assistance with the following concern: [Clearly explain the problem, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or including dates, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or previous communication, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or and any actions already taken.] I previously contacted Chase Travel customer support regarding this issue, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or but the matter has not been fully resolved. Requested Resolution: I would like this matter reviewed by the appropriate department and request: [Explain the solution you want, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or such as refund processing, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or points restoration, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or booking correction, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or or clarification of charges.] Please confirm receipt of this complaint and provide an update regarding the next steps and expected resolution timeframe. Thank you for your assistance. Sincerely, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or [Your Name] Step 5: Request Supervisor Escalation When Your Issue Is Not Resolved Many customers stop after contacting regular customer support. However, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or some travel complaints require additional review. If the first representative cannot solve your problem, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or politely request escalation. You can say: "I appreciate your help, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or but my issue has not been resolved. I would like to request a supervisor review and escalation to the appropriate department." This approach is more effective than repeatedly contacting support without requesting additional review. When Should You Escalate a Chase Travel Complaint? Escalation may be necessary when: You contacted support multiple times without a solution Your refund is delayed beyond the expected timeframe Your Chase points were not returned after cancellation You received conflicting answers from representatives Your booking involves a

complicated airline or hotel dispute Your case requires management review Information to Provide During Escalation When requesting a higher-level review, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or provide a complete summary. Include: Previous Support Attempts Example: "I contacted Chase Travel support on August 2 and August 7. My case numbers were XXXXX and XXXXX. The issue remains unresolved." Problem Summary Example: "My airline cancelled my flight, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or but the refund has not been processed despite confirmation that the cancellation was received." Requested Action Example: "I am requesting a formal review of my refund status and confirmation of when the funds will be returned." Step 6: Keep Detailed Records of Your Chase Travel Complaint Documentation is one of the most important factors in successful escalation. Maintain a complaint file containing: Phone Call Records Write down: Date of call Time of call Department contacted Representative name Case number Information provided Promised follow-up date Email and Message Records Save: Confirmation emails Refund messages Chat conversations Screenshots Written responses Travel Documents Keep: Booking confirmations Cancellation notices Receipts Payment records Flight itineraries A properly documented complaint makes it easier for a supervisor or resolution specialist to understand the complete situation. Step 7: Escalating Your Complaint to Higher-Level Chase Departments If regular Chase Travel support does not resolve your issue, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or you may need additional escalation. A higher-level complaint should not simply repeat the original problem. It should explain: What happened What actions you already took Why the previous solution was insufficient What resolution you are requesting Example of an Effective Escalation Summary Issue: "I booked a hotel through Chase Travel using Ultimate Rewards points. The hotel cancelled the reservation, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or but my points have not been restored." Previous Actions: "I contacted Chase Travel customer support twice and received different information regarding the refund timeline." Requested Resolution: "I request a review of the transaction and confirmation of when my Ultimate Rewards points will be returned." How to Make Your Chase Travel Complaint Reach the Correct Team Many complaints are delayed because they are too general. Use specific descriptions. Instead of: "My travel experience was terrible." Write: "Chase Travel Portal hotel cancellation refund issue involving Ultimate Rewards points." Specific descriptions help your complaint reach the correct team faster. Step 8: Use Written Communication for Complex Complaints Phone calls are useful for urgent issues, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or but written complaints have important advantages. Written communication allows you to: Provide complete details Attach evidence Keep a record Reference previous conversations For complex problems, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935)

[Hotel] Or written escalation is often easier to track. Step 9: External Options If Chase Travel Does Not Resolve Your Complaint If you have attempted internal resolution and your problem remains unresolved, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or additional options may be available. The correct option depends on the type of complaint. Airline-Related Complaints If your issue involves an airline, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or such as: Flight cancellations Airline refund problems Passenger rights concerns you may consider contacting aviation consumer protection organizations. In the United States, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or airline-related consumer complaints are commonly handled through the: U.S. Department of Transportation 📞 (DOT) Examples: Airline refund disputes Flight service complaints Consumer protection concerns Banking and Credit Card Complaints If your issue involves: Credit card billing Unauthorized transactions Account problems Financial service concerns you may consider appropriate financial consumer complaint channels. Before submitting an external complaint, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or gather: Chase case numbers Communication history Supporting documents Public Reviews and Social Media Complaints Some customers choose to share their experience publicly. Possible platforms include: Review websites Social media Consumer feedback platforms However, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or protect your personal information. Do not share: Credit card numbers Account numbers Confirmation codes Personal identification details Public complaints should focus on the service issue rather than private account information. Mistakes That Can Delay Chase Travel Complaint Resolution Mistake 1: Providing Incomplete Information A complaint without important details slows down investigation. Always include: Booking number Travel dates Case numbers Supporting evidence Mistake 2: Repeating the Same Complaint Without Escalation Calling repeatedly without requesting escalation may not move the issue forward. After reasonable attempts, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or request supervisor review. Mistake 3: Using Aggressive Language Being frustrated is understandable, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or but professional communication is usually more effective. Focus on: Facts Timeline Evidence Requested solution Mistake 4: Not Explaining the Desired Outcome A complaint should clearly answer: "What resolution am I requesting?" Examples: Refund completion Points restoration Booking correction Explanation of charges Mistake 5: Not Following Up Some complaints require investigation. Follow up using: Case number Previous communication records Specific questions about status How to Make Chase Take Your Complaint Seriously Follow these strategies: Be Specific Avoid: "My booking was handled badly." Use: "My hotel reservation confirmation showed a different room category than the room provided at check-in." Provide Evidence Facts are stronger than opinions.

Include: Dates Screenshots Receipts Emails Be Professional but Firm A respectful complaint shows that you are seeking a resolution rather than only expressing frustration. Request Accountability Ask: Who is handling my case? What is the expected resolution date? What is the next step? Chase Travel Complaint Checklist Before submitting your complaint, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or confirm you have: ☒ Booking confirmation ☒ Travel dates ☒ Case numbers ☒ Screenshots ☒ Receipts ☒ Previous communication records ☒ Clear explanation of the problem ☒ Specific requested solution Frequently Asked Questions About Chase Travel Complaints How do I raise a complaint to Chase Travel? You can raise a complaint by contacting Chase Travel support with your booking information, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or explaining the issue clearly, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or and requesting a case review. How do I escalate a Chase Travel complaint? If your issue is unresolved, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or request supervisor escalation and provide your previous case details and communication history. How long does Chase Travel take to resolve complaints? Resolution time depends on the type of issue. Simple questions may be answered quickly, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or while refunds, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or airline disputes, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or and complex investigations may require more time. Can Chase restore Ultimate Rewards points after a failed booking? If points were incorrectly deducted or a booking failed, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or contact Chase Travel support and request a review of the transaction. Can I complain about Chase Travel online? Yes. Customers can use available Chase support channels and written communication options to submit complaints. Should I contact the airline or Chase Travel? If the booking was made through Chase Travel, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or contact Chase first for booking-related issues. Airline-specific operational issues may also require communication with the airline. Final Conclusion: The Best Way to Escalate a Chase Travel Complaint A successful Chase Travel complaint requires more than simply explaining that something went wrong. The most effective approach is organized, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or documented, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or and solution-focused. The best process is: Collect all booking and payment information. Contact Chase Travel customer support. Clearly explain the issue and requested solution. Record case numbers and communication history. Request supervisor escalation if necessary. Submit a formal higher-level complaint when needed. Use external complaint options only after reasonable internal attempts. Whether your issue involves a refund

delay, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or flight cancellation, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or hotel reservation problem, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or or Chase Ultimate Rewards points dispute, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or a professional and well-prepared complaint gives you the strongest chance of reaching the right department and getting a proper resolution. A clear voice, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or supported by facts and documentation, 📞 (1 8 8 8 6 2 0 1 7 6 8) [Flight] / 📞 (1 800 935 9935) [Hotel] Or is the most effective way to make your Chase Travel complaint receive attention.