



Quick tips to help your business resiliency

Minimize disruptions by accepting alternative payment methods

Supporting you and your customers is a top priority. Here are some alternatives to consider to help you continue to serve your customers both short- and long-term.



Prioritize Contactless Payments

Encourage or require payments using tap-to-pay contactless credit and debit cards, Interac Flash®, or digital wallets (ApplePay®, GooglePay™ or Samsung Pay™). We support the increased limits for contactless payments. Visit [Chase Support](#) for the new limits and related information.



Take payments online or over the phone

To learn more about your options to take payments online or over the phone, visit [Chase Payment Solutions](#).



Use Mobile Point-of-Sale (POS) Solutions

We offer on-the-go standalone POS terminals. Visit [Chase Payment Solutions](#) to learn more.



Mobile/Tablet Solutions:

All you need is our card reader, Chase Mobile Checkout PlusSM app and your mobile device connected to a mobile phone network.



On the Go Solutions, Long Range Terminals

Long-range connectivity to process payment – via Rogers and Telus networks.



Visit [Chase Business Resiliency](#) for additional resources to help you navigate challenging times.



How to contact us

If you have questions or concerns, please call 1-800-265-5158 or email us at merchant.support@chase.com. We are here to support your business.



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Stay focused on the basics

Whether you decide to change the way you accept payments, or you continue to use your card reader, remember these basic but important tips.



Use your point-of-sale terminal for card-not-present payments

You can always key transactions directly into the card terminal using a customer's card information. Incremental costs may apply. Visit [Chase Support](#) for important information and manual entry best practices.

Collect all customer information, including full card number, expiration date, postal code and CVV (three-digit code on back). Visit [Protect your Business](#) for more best practices. **Be aware** that manually entered card transactions may experience a high number of declines and are not protected by chip-enabled chargeback protections.



Keep point-of-sale equipment clean

Find instructions for cleaning your card reader at chase.com/POShelp.



Communicate with your customers

Let your customers know that you're still open or available. Be clear about the service level they can expect from your business during the crisis and also your return policies.

Stay alert to protect your business

Businesses are more susceptible to cybercrime and fraud during sensitive times. Educate employees about increased fraudulent activity and remind them to be vigilant about email attachments and links when using company technology. Monitor your payment transactions using instant alerts and notifications. Set your preferences at chase.com/managemyaccount



Prevent fraud

For more information on fraud prevention, visit [Prevent in-store POS fraud](#) or [Prevent on-line fraud](#). If a physical location is closed, remember to secure your card reader as you would your cash.



Use strong passwords

Make your password long and include a mix of numbers, symbols and upper/lowercase letters. Require your employees to do the same.

We're doing our best to stay connected with you to keep you informed during this evolving situation. We are posting more information and updates you may find helpful on our [Contingency Plan](#) page.