



Quick tips to help your business stay resilient

Minimize disruptions by accepting alternative payment methods

During this unprecedented time, 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 or digital wallets (ApplePay, GooglePay or SamsungPay). Also remember that signatures are no longer required.



Take payments online or over the phone

Today's remote payment solutions are built for social-distancing. From a virtual terminal to specialty software solutions to create your online storefront, visit [Chase Payment Solutions](#) to learn more about your options.



Use Mobile Point-of-Sale (POS) Apps

Use an app such as Chase Mobile Checkout to accept payments on your mobile device and enable pay-at-the-curb and other on-the-go business models. Visit [Chase Payment Solutions](#) to learn more about your options.



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 1-888-886-8869. 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.



Card readers can move with you

If necessary, move your card reader to another location with internet access. To set it up, please visit chase.com/POShelp.



Use card readers 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.com/POShelp for important information and manual entry best practices.

Collect all customer information, including full card number, expiration date, zip code and CVV (three-digit code on back). Use Address Verification Services (AVS) if prompted. These steps help protect you from card-not-present fraud. Visit [Protect your Business](#) for more best practices. **Be aware** that manually entered card transactions are not protected by chip-enabled chargeback protections.



Keep card readers and 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.

Stay alert to protect your business

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



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.



Get Fraud Protection

Sign up for fraud protection tools and services. Learn more at [Fraud Prevention Help Online](#).

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.