

Personal Business Commercial

Find a Branch or  
ATM

Contact  
Us

En Español



## Contact Chase Mortgage

### Current Mortgage Customers

If you have questions about your existing Chase mortgage, you can reach us here:

**Phone: 1-800-848-9136**

**Fax: 1-614-422-7575**

#### Hours of Operation

Monday - Friday: 8 AM - Midnight ET

Saturday: 8 AM - 8 PM ET

Sunday: Closed

**TTY: 1-800-582-0542**

#### By Mail

Chase

Attn: Customer Service Research

Mail Code: OH4-7302

P.O. Box 24696

Columbus, OH 43224-0696

### New Mortgage Customers

If you'd like to apply for a mortgage, refinance your existing home loan, or have an application in progress, you can reach us here:

**Phone: 1-800-873-6577**

8 AM - 10 PM ET, Monday - Friday

9 AM - 5 PM ET, Saturday

[Prequalify](#)

[Contact a Local Mortgage Banker](#)

[Get the FAQs](#)

### Tax statements now available

### Questions?

If you are not satisfied with our service, please call us and ask to speak with a supervisor:

- Call our Customer Service team at the telephone number listed on this page under "Current Mortgage Customers." This team can resolve most issues quickly.
- Or, if you've received a letter or notice from us, call the number on the communication.

You can also write or fax us at the address above.

### Twitter:

**@ChaseSupport** is the official customer service Twitter handle for Chase Bank.

Please do not share any account or other personal financial information on Twitter.

We're here to help. The sooner you let us know about an issue, the sooner we can find a solution.

### Additional Services and Addresses

For services such as payments, insurance, taxes or payoffs, log on to your account from [Chase.com](#). Then click on "Contact us about your mortgage" on the Account Details page.

### Email Customer Service

To send an email to Customer Service through the Secure Message Center, log on to your account from [Chase.com](#). Click the "Customer Center" tab, then click "Send new message" in the left side navigation.

### Manage Your Mortgage Account Online

Visit [Chase Online Banking](#) to learn how you can use and manage your accounts when and where you want, as well as view helpful demos of our online Bill Pay, Account Alerts, Paperless Statements and more!



Whether you're looking to refinance or shopping for a new mortgage, our mortgage bankers are happy to help

We can answer any questions, create a custom loan estimate, and help you get prequalified.

### Find a Mortgage Banker

Let a Chase Mortgage Banker help you find a mortgage that's right for you. Once you've made a selection, you'll be able to contact your Mortgage Banker directly.

ZIP Code

OR

Last Name

Language spoken English

Find

Si tiene alguna pregunta, por favor llame al 1-800-873-6577.

> [Mortgage](#) > [Contact Chase Mortgage](#)

#### Resources

- » [Consult](#) with a Mortgage Banker
- » [Obtaining](#) insurance claim funds

- » [How much can you afford?](#)
- » [Mortgage calculator](#)
- » [Home Value Estimator](#)

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[Mortgage Disclosure Act \(HMDA\)](#)

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