

Your JPM Account Team

Customer Service (Cardholder Contact)

- Specialists able to provide a high level of service to cardholders
- 24 hours a day/7 days a week support center for cardholder inquiries and issues
- Ongoing product specific training
- Overall quality control imbedded in daily processes
 - Call monitoring
 - Call scoring and individual rep coaching
 - Call recording

Phone # 800-270-7760

Fax # 801-590-1320 or 801-590-1321

Specific Activities

- Assists cardholders with declined authorizations, account inquiries, address verification
- Blocks cardholder accounts lost and stolen
- Handles account activation calls for cardholders
- Serves as initial contact for dispute related calls
- Handles servicing regarding balance inquiries, transactions, and general account questions