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Manage your accounts • Review account activity: checking, savings, credit card, home, auto & business • Deposit checks Payments: Convenient ways to pay • Send & receive money with Zelle® • Schedule and manage payments for your Chase credit card & other bills • Transfer money between accounts Chase Credit Journey®: Get free credit score • Take control of your credit, know where you stand, & set score goals • Receive free identity monitoring to help keep your information safe Budget & Save • Daily insights at a glance • Budget & track debit/credit transactions Security: Keep your money safe & secure • We may notify you of unusual card purchases • Lock & unlock cards in the app Plan for your future and manage your investments • \$0 online commission for equities, ETFs & options • Use J.P. 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Member FDIC • Equal Opportunity Lender May 23, 2025 Version 4.642 We're frequently updating the app in order to give you the best experience. Turn on auto updates to ensure you always have the latest version.This update includes:• Minor bug fixes and improvements. I really don't understand when developers roll out a revision that is not thoroughly tested and destroys original functionality (which clearly was intended to remain). I have had an auto loan for a couple of years which I have consistently paid additional principal each month. Suddenly, although the fields still appear, this no longer functions. (How coincidental is it that this increases profit for Chase?) After clicking to include the normal payment I would simply enter an amount into the "Additional Principal" and enter the desired amount. One transaction would easily accomplish this task. Now, when you attempt this the app no longer allows this task to be accomplished. I have literally over 25 times. I even attempted closing and restarting the app, trying to fill the fields in a different order and any other idea that came to mind. All were unsuccessful. Once I click on the regular payment and then try to fill in the additional principal it takes me to "Other Amount". It will not let me move forward with anything in the additional principal field. Now that I have paid my monthly payment as a solo act it does not appear that it will allow me to make any additional solo payment. If it ain't broke, DON'T BREAK IT!!!! I deposited a check some thing I normally wouldn't deposit and I was told to call the number the next day and they would take it off hold if it had cleared then I called like advised to and this lady just said no we're not gonna take it off hold didn't give me information so I figured I'd call back in a couple hours and hopefully get someone else at this point. I've talked to four people and this one finally gave me the reason why the other three misguided didn't give me the right information. So I Doug and Doug and got the information for the higher ups in the company they had a phone number so I called and left a message about 20 minutes later. I got a phone call and they said they would escalate it, so at this point, I am just waiting to hear back. I feel like because I don't have a lot of money. Perhaps I'm just not that important. A lot of my family banks this bank and I feel disappointed that I was misguided and told the wrong information three different times before I finally got explained why however, nobody really has done anything so I'm hoping this next thing works. I realize there are policies in place of things others have done but I've been with them for a while and never had one problem with my account so I'm hoping that they see that. In July 2024 I canceled my refundable flight and was told that in the fine print it was a refundable travel credit and that it could only be used over the phone and that it won't show up in my online Chase account. On two separate occasions I called to use my refundable travel credit and was told that I had to book the flight over the phone and that the price for the flight was more (70-90 dollars more) because I was using my refundable travel credit. I couldn't book the flights online because they said that I can't use my refundable credit online and that it has to be over the phone. I was also told that my refundable travel credit won't show up in my Chase travel online account The only way this can be resolved is if Chase gives me a full cash refund to my original form of payment and pays me \$100 for the business practice and policy of charging more (70-90 dollars more for more) more for a flight for using a refundable travel credit. I understand that Chase is going to try to find some witty fine print and blame it on an employee and a subsidiary and a partner and a policy and claim they don't have the ability to put the refundable travel credit on the website) But you are the biggest bank in America and you don't have to stoop as low as charging 70-90 dollars more for a flight on Chase travel to use a refundable travel credit. The developer, JPMorgan Chase & Co., indicated that the app's privacy practices may include handling of data as described below. For more information, see the developer's privacy policy. The following data may be collected and linked to your identity: Purchases Financial Info Location Contact Info Contacts User Content Identifiers Usage Data Diagnostics The following data may be collected but it is not linked to your identity: Privacy practices may vary, for example, based on the features you use or your age. Learn More Developer Website App Support Privacy Policy