

Minimize Bad Transactions Maximize the Good

Dispute management at each stage of the payment life cycle



Looking for The Last Dispute Strategy You'll Ever Need?

Watch the webinar replay here!

Approximately Disputes are challenged by the seller

Pre-Authorization

At checkout, use tools to reduce fraud & disputes.

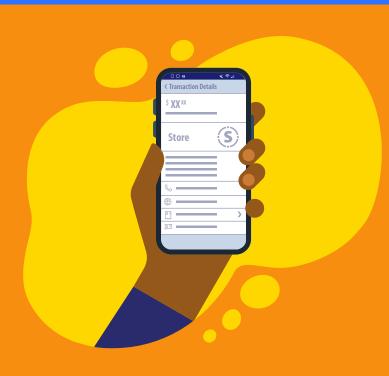
- Incorporate tracking analytics in CRM
- 3DSecure (CVV and AVS)
- Use fraud filter at payment gateway

Authorization

Set the right balance with fraud filters and acceptance, followed by customer communication.

- Send purchase & delivery confirmation
- Provide contact and return/refund info
- Access to T&C and subscription terms





Post-Purchase/Pre-Dispute

Use data-sharing to collaborate with issuers – enrich the digital experience and prevent disputes.

PREVENTION

Continue customer communication

• • •

- Issuer provides transaction info in digital receipts
- Issuer CS reviews transaction info at customer inquiry

RESOLUTION

Issuers provide immediate or quick resolution at customer inquiry.

- Automated seller liability acceptance
- Seller manual acceptance following issuer notification
- Final resolution, no chargeback

Extend brand value and customer service





Revenue Recovery

Using in-house or third-party dispute management, recover revenue by dispute representment.

- Analyze CRM data for compelling evidence
- Meet acquirer and issuer response requirements
- Update dispute response templates

Analytics

Leverage fraud and dispute reporting to reduce and prevent future risk. Block fraudulent payment accounts

- Internal data identifies gaps in dispute strategy
- External fraud & disputes data prevents future risk



Verifi's Total Dispute Management suite of solutions protects sellers from fraud and disputes to

Verifi Solutions

increase profits and provide improved customer experience.

PREVENT



issuers to respond to customer inquiries and prevent disputes

RESOLVE



cancellations for fraud and non-fraud, avoiding a dispute

RECOVER



maximizing wins

and recovery

Our experts handle all dispute responses,

INFORM



dispute notifications post-authorization to reduce payment risk

CONTACT US Learn more how Verifi solutions can help protect your business and better serve your customers.

info@verifi.com

