

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
1 In 3
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

No impact on fraud & dispute ratios



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 Solutions

Verifi's Total Dispute Management suite of solutions protects sellers from fraud and disputes to increase profits and provide improved customer experience.

PREVENT



Data-sharing with issuers to respond to customer inquiries and prevent disputes

RESOLVE



Process refunds or cancellations for fraud and non-fraud, avoiding a dispute

RECOVER



Our experts handle all dispute responses, maximizing wins and recovery

INFORM



Receive fraud and 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.

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