

Disputes in 2022: At A Glance Lookback*

351M

Pre-Disputes Resolved¹

6.7M

Pre-Disputes Resolved with RDR and CDRN¹

86.6M

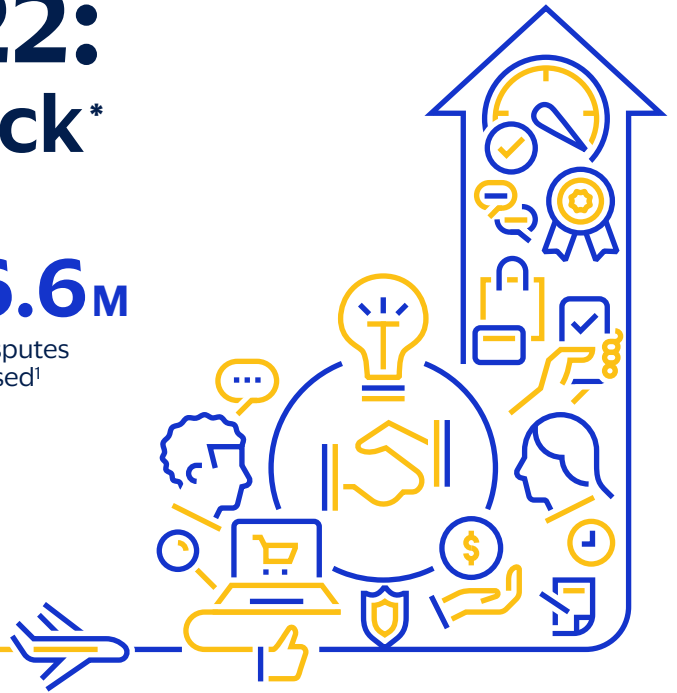
Visa Disputes Processed¹

10%

Visa Payments Volume Growth²

97%

Global RDR Issuer Coverage¹



Highlights from 2022



Removing disputes has risen to the #1 concern for merchants⁴



Announcement of industry first compelling evidence rule to combat first-party misuse



Up to 70% of fraud disputes are first-party misuse³



Combating first-party misuse is a top 5 priority for sellers⁴



Coming in April 2023

Sellers will have the ability to use transaction data to leverage the benefits of Visa's Compelling Evidence (CE3.0) rule via Order Insight

SOURCE:

* Fiscal Year 2022 – October 2021 to September 2022
1 – Visa/Verifi Internal Reporting, October 2022
2 – Visa FY22 Full Year Earnings Report

3 – Removing Noise – Verifi Webinar, September 2022
4 – Global Fraud and Payments Report, B2Bi, May 2022