

# Disputes in 2022: At A Glance Lookback\*

**\$351M**

Pre-Disputes Resolved<sup>1</sup>

**6.7M**

Pre-Disputes Resolved with RDR and CDRN<sup>1</sup>

**86.6M**

Visa Disputes Processed<sup>1</sup>

**10%**

Visa Payments Volume Growth<sup>2</sup>

**97%**

Global RDR Issuer Coverage<sup>1</sup>



## Highlights from 2022



Removing disputes has risen to the #1 concern for merchants<sup>4</sup>



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



Up to 70% of fraud disputes are first-party misuse<sup>3</sup>



Combating first-party misuse is a top 5 priority for sellers<sup>4</sup>



## 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