

## Gaming merchants are challenged with retaining revenue for legitimate purchases that customers claim as fraudulent.

Player accounts often require customers to maintain a card on file for seamless payment. Customers often purchase multiple games, upgrades, and add-ons in succession, which can make it difficult for cardholders to identify legitimate transactions.

### Merchant Experience



- Merchandise and revenue is often lost as customers bypass the merchant.
- Customers forget they have set up recurring transactions or authorized a family member to use their card.
- Lack of insight into transactions or a lengthy resolution process contribute to a negative player experience.

### Benefit



- Prevent friendly fraud and disputes on purchases authorized via gaming consoles, online applications, or mobile devices.
- Enrich customer experience through purchase transparency and immediate delivery of digital receipt through customers banking application.
- Resolve customer disputes before they become chargebacks.



### PREVENT - Order Insight®

Shared order data with issuers provides insight at the point of customer transaction inquiry. Issuer personnel can identify and prevent friendly fraud on gaming transactions and prevent disputes from ever occurring.

Recurring purchases can now be used as evidence in the event of friendly fraud on 10.4 disputes with Visa's Compelling Evidence 3.0 (CE3.0).

### RESOLVE - RDR and CDRN®

On low ticket sales, quickly resolve disputes with issuer collaboration. Issuers send you notifications of a would-be dispute for immediate refund - or facilitate automated resolution - preventing a chargeback from occurring and saving unnecessary fees.