



Manage dispute resolution from end-to-end

MASTERCOM® CLAIMS MANAGER

Chargebacks are a significant and growing problem—creating an inconsistent, costly experience for everyone involved. MasterCom Claims Manager can help issuers and acquirers manage chargebacks more efficiently and cost-effectively throughout the dispute lifecycle.

Disputes are complex and prolonged, creating a negative experience

Dispute resolution processes typically engage multiple platforms throughout the dispute lifecycle, driving up operational costs and processing time for financial institutions and merchants and creating inconsistent, fragmented experience for consumers.

\$5.9B in losses due to chargebacks in 2016¹

46 days on average to resolve standard chargebacks¹

\$15-70 internal operational costs per dispute¹

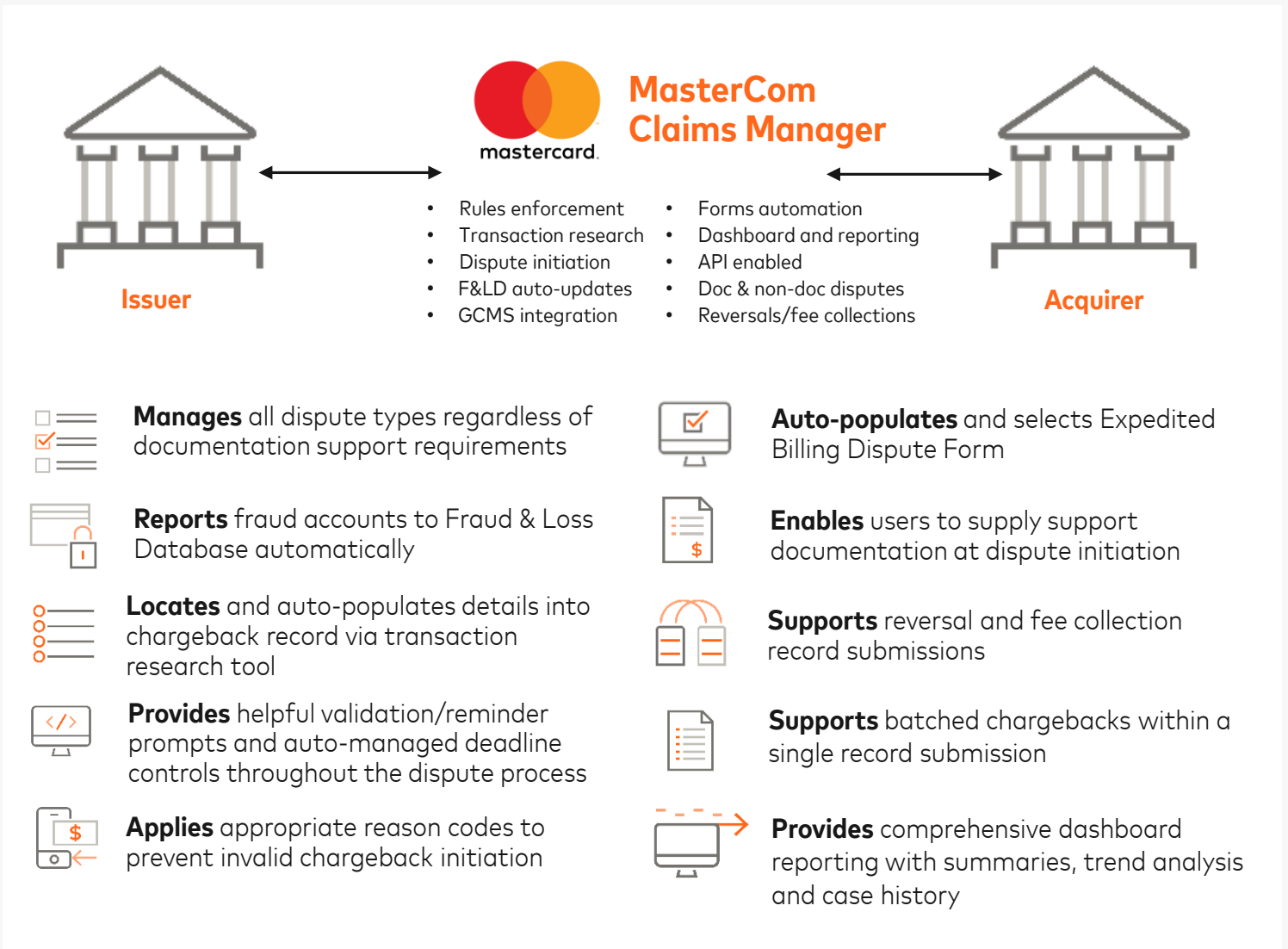
Streamline disputes from initiation to close for a better consumer experience

Redesigned as a single, integrated dispute resolution platform, MasterCom leverages Claims Manager to create and track disputes from end-to-end throughout the entire lifecycle—tracking all activity associated with a dispute within a single “claim” until closure. This means that every dispute event is managed as a claim, regardless of whether it advances to a network-level dispute transaction.

Claims Manager enables dispute initiation of chargebacks, re-presentments and retrieval requests in place of customer-supported back-office systems. And it easily integrates with customer platforms to provide multiple access options via user interface or Mastercard API.

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A single, consolidated platform for simpler dispute submissions



Reduce chargebacks and improve the customer experience

MasterCom Claims Manager can help financial institutions:

- Reduce formal chargeback volumes, losses, and associated back-office costs
- Increase automation and productivity, integrating "swivel chair" dispute processing into a single solution
- Lessen costly chargeback cycles and processing time by pre-empting disputes from advancing to chargebacks
- Improve the experience for all parties involved in the dispute
- Shorten resolution time frames, potentially solving disputes in hours or days instead of weeks or months

For more information, contact your Mastercard account representative.