



# Manage dispute resolution from end-to-end

## MASTERCOM® DISPUTE RESOLUTION

Chargebacks are a significant and growing problem—creating an inconsistent, costly experience for everyone involved. Mastercom Dispute Resolution 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.

**\$12B** Losses and costs to US financial institutions due to chargebacks<sup>1</sup>

**76%** US consumers contact their bank instead of merchant for a refund<sup>1</sup>

**\$2.4B** Operational costs of chargebacks, totaling 20% of US issuer losses<sup>1</sup>

### Streamline disputes from initiation to close for a better consumer experience

As a single, integrated dispute resolution platform, Mastercom developed 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.

1. JAVELIN. THE CHARGEBACK TRIANGLE. 2018.

## A single, consolidated platform for simpler dispute submissions



## Reduce chargebacks and improve the consumer 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 consumer experience and brand loyalty
- Shorten resolution time frames, potentially solving disputes in hours or days instead of weeks or months

**For more information, contact your Mastercard account representative.**