

Overview

The client, a rapidly growing global credit card and loan issuer. Yielding an experience of servicing 20mn customers, our client provides essential credit solutions and powering better financial outcomes for everyday lifestyle. With a growing customer base and increasing transaction volumes, they wanted to obtain a scalable solution to manage fraud cases and streamline chargeback management.



Objective

Enhance fraud prevention and simplify chargeback management to boost operational efficiency and regulatory compliance.

Business Challenges

The client's existing fraud prevention system lacked automation, resulting in delayed fraud detection, increased operational costs, and inaccuracies in managing investigations. Additionally, manual processes reduced productivity and led to slower chargeback resolutions, ultimately impacting customer satisfaction. Their primary challenges were:

- **Cost Inefficiencies:** Need for more cost-efficient solutions to handle high-value fraud cases.
- **Inefficient Chargeback Claims:** Chargeback filing required 90-day window increasing delays and losses.
- **Longer Handling Times:** Prolonged processing reduced productivity and efficiency in managing fraud cases.

The Solution

We refreshed our client's chargeback process by introducing claim thresholds and a pre-investigation tracker, targeting a 100% case closure rate. To strengthen fraud prevention, we implemented real-time monitoring, allowing proactive identification of suspicious transactions. Additionally, we handled investigations, presentments, and arbitration, ensuring thorough case management.

Value Delivered

Our dynamic solutions led to significant improvements in the client's fraud prevention efforts. This led to better operational outcomes, reduced dispute-related costs, and prompt chargeback claims leading to a reduction in chargeback filing process from 90 to 80 days, improving efficiency across the board.

95% Accuracy in dispute resolution, improving operational precision.

20% Reduction in chargeback threshold per customer.



10-day reduction in chargeback mark date.

Business Benefits



Enhanced Fraud Prevention Efficiency



Reduced Chargeback Filing Delays



Optimized Productivity and Case Resolution



Cost Savings