

Dispute ExpertSM

Streamline and Simplify the Dispute Experience

Disputes are time-consuming and costly to your financial institution, so it's imperative that your process is as compliant, efficient and agile as possible. Dispute Expert from Fiserv elevates dispute processing with an integrated workflow, robust controls, 360-degree case view and self-service capabilities.

Built on structured and automated workflows, Dispute Expert facilitates quick and accurate case processing to reduce costs and improve the cardholder experience. The solution offers an advanced user interface, preeminent operational controls, significantly enhanced reporting and increased integration capabilities.

A Streamlined Dispute Process

Dispute Expert gives you flexibility, control, consistency and advanced reporting throughout the case lifecycle on a single, integrated platform.

- Increase operating efficiencies through an end-to-end, fully integrated platform
- Reduce errors and improve productivity through automation and standardization of simplified process workflows
- Rapidly respond to changing market conditions, cardholder demand and network requirements with a flexible platform
- Utilize case timers, standard workflows and letter templates
- Enhance command and control through self-service capabilities and a 360-degree case view
- Improve cardholder engagement by managing cases efficiently and consistently
- Enable integration with your in-house dispute applications and platforms

Solutions Tailored to Your Needs

Fiserv offers three levels of support to meet your needs:

- **Dispute Expert Select** is our most comprehensive level of service offered and includes end-to-end servicing of disputes from cardholder intake to resolution
- **Dispute Expert Choice** keeps the cardholder interaction in your hands with a seamless hand-off to Fiserv for dispute decisions and network management
- **Dispute Expert Toolkit** provides access to robust tools for self-service management by your own dispute team

Greater Value for Clients and Cardholders

Dispute Expert combines highly trained people, best-in-class processes and state-of-the-art tools to create a complete dispute ecosystem. From case intake to status reports, the platform is easy to use, intuitive and customizable – making it a leading solution for financial institutions of all sizes.




Key Benefits

- Reduce errors and improve productivity through automation
- Standardize compliance and risk controls
- Implement end-to-end system integration with key networks
- Enable self-service capabilities for greater flexibility and control
- Resolve claims quickly, reducing cost
- Elevate cardholder satisfaction




Connect With Us

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Fiserv is driving innovation in Payments, Processing Services, Risk & Compliance, Customer & Channel Management and Insights & Optimization. Our solutions help clients deliver financial services at the speed of life to enhance the way people live and work today.

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