



MasterClass:

Mitigating Operational Pains & Reducing Chargeback Loss

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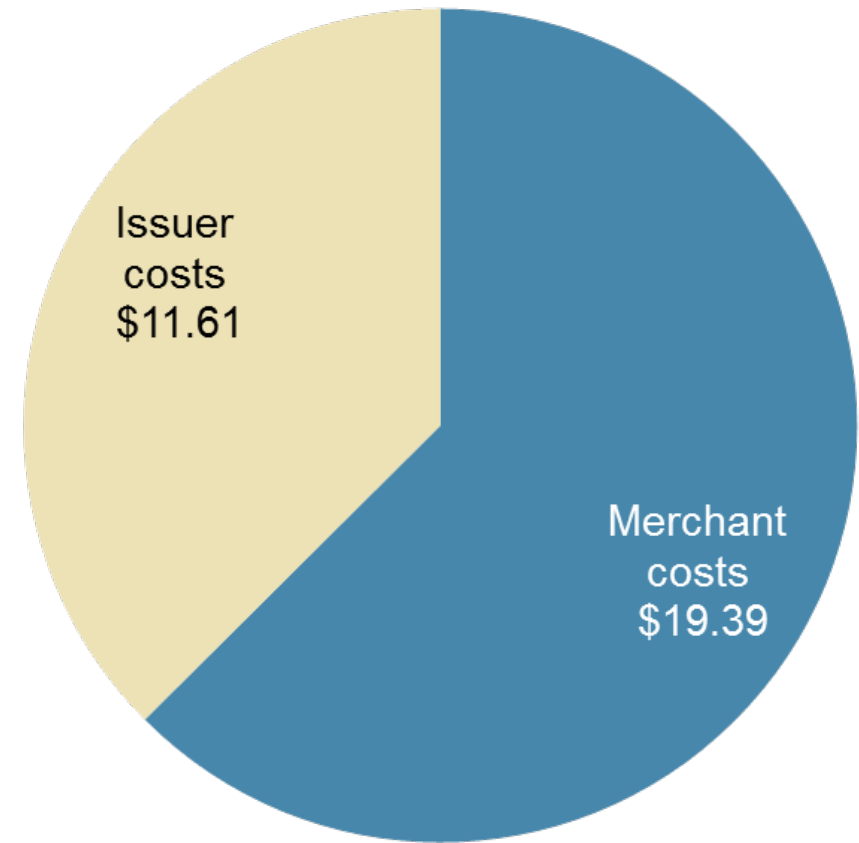
Key Takeaways

1. How to mitigate fraud by false claim
2. How to create a revenue strategy to stop disputes
3. How to collaborate in the marketplace

Merchants Sustain Two-Thirds of Total Cost of Chargebacks

\$31 billion

Loss to chargebacks, 2017

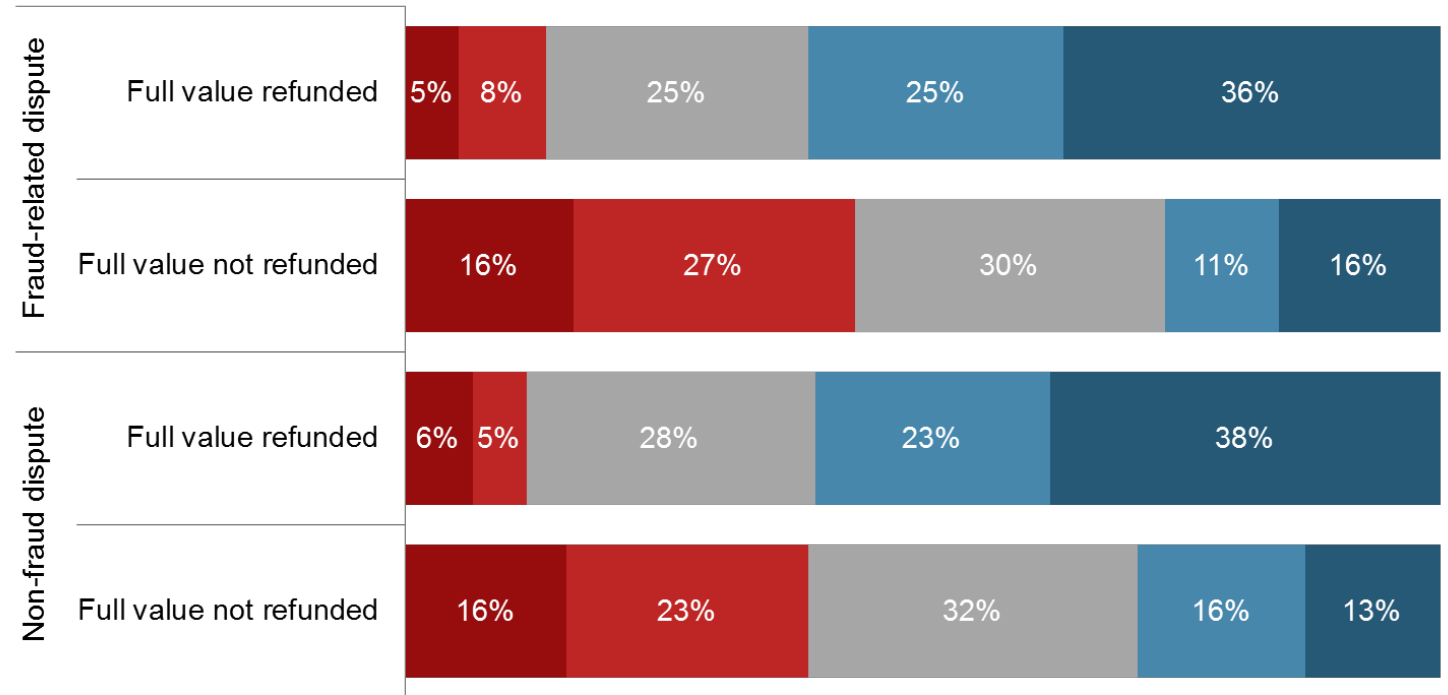


Cost in billions

Source: Javelin Strategy & Research, 2018

Failure to Receive Funds After a Dispute Undermines Top-of-Wallet

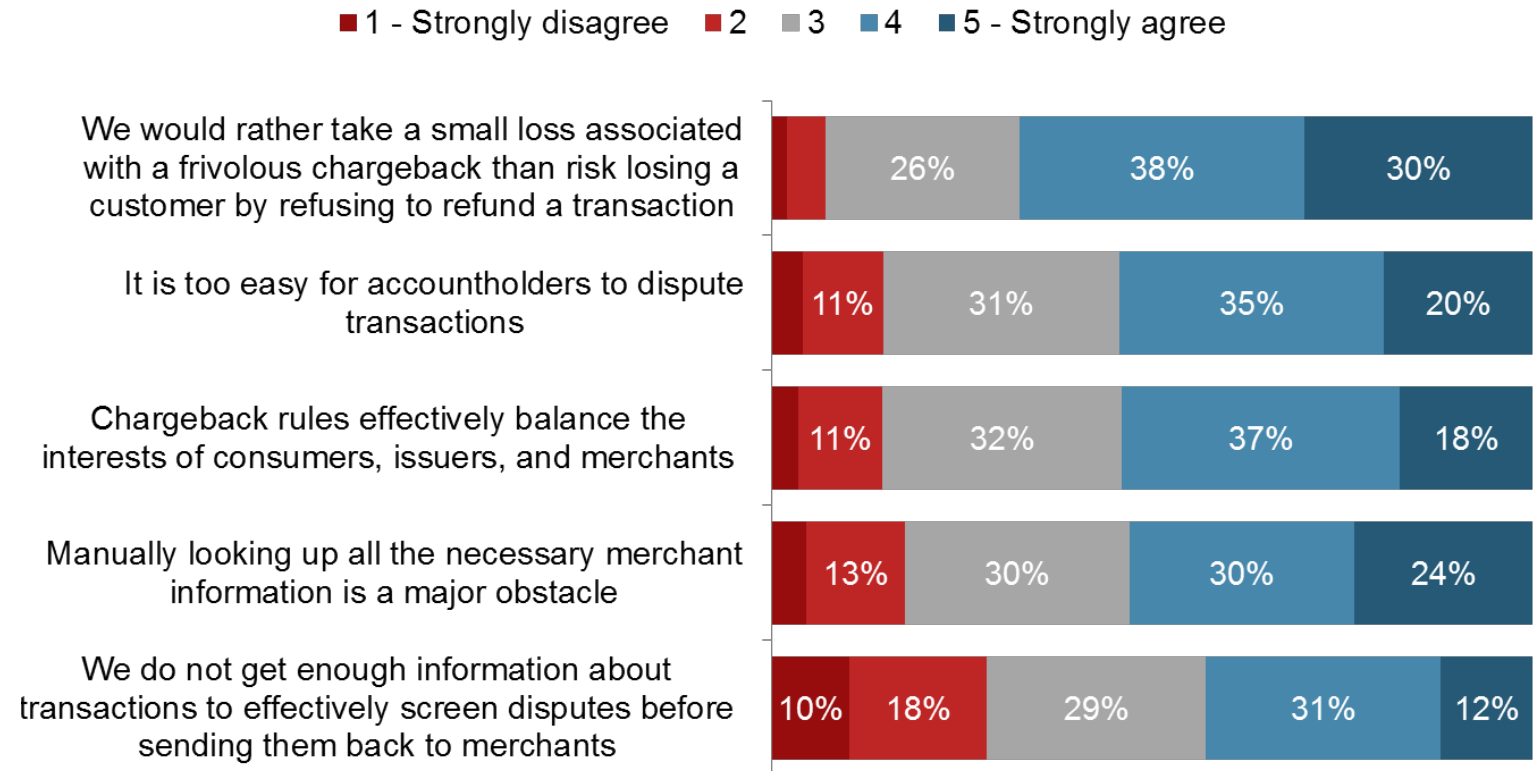
■ Significant decrease in usage ■ Slight decrease ■ No change ■ Slight increase ■ Significant increase in usage



Source: Javelin Strategy & Research, 2018

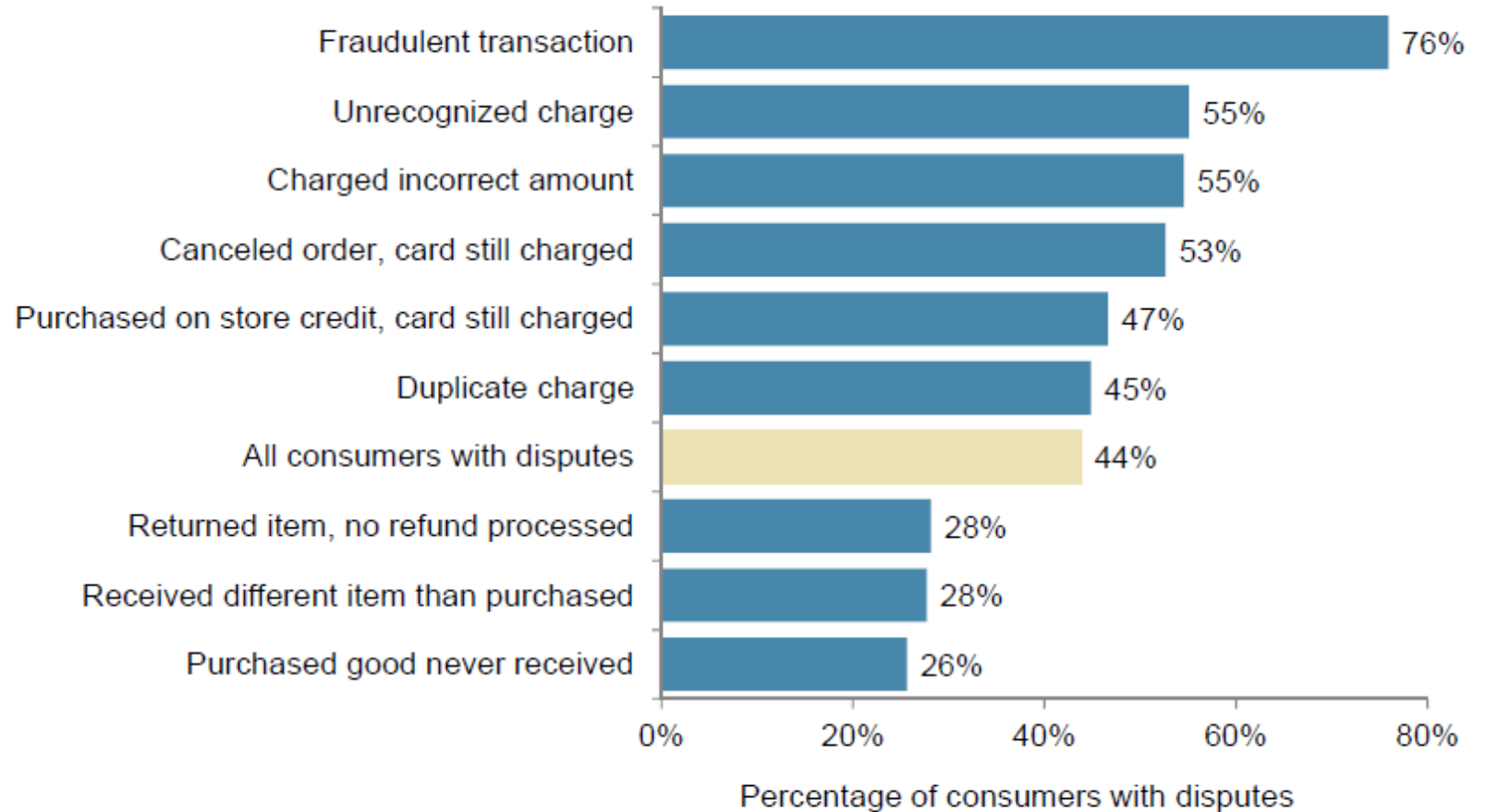
Issuers Lean Towards Sustaining a Loss Rather than Contending with Other Challenges

Issuers' attitudes about chargebacks



Source: Javelin Strategy & Research, 2018

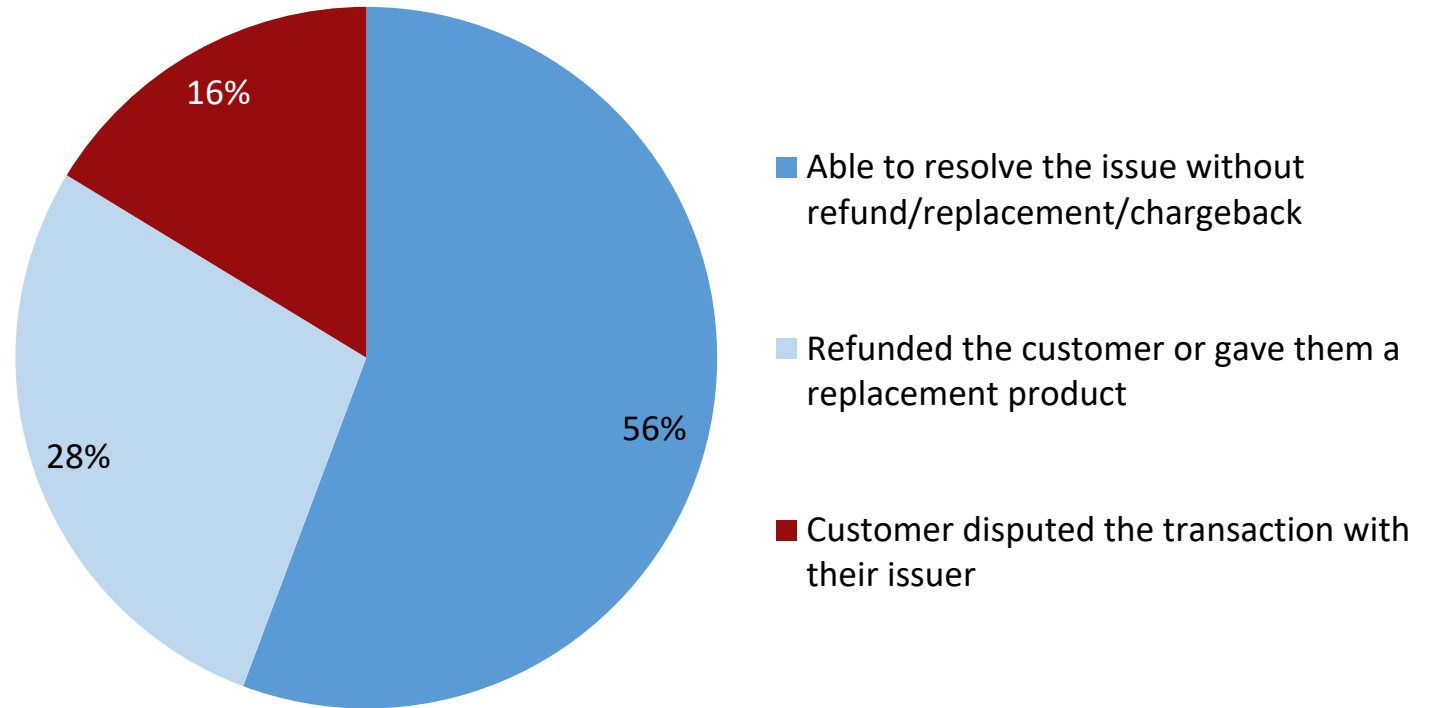
Consumers Tend to Bypass the Merchant When They Question the Validity of the Transaction



Source: Javelin Strategy & Research, 2018

Merchants Can Prevent Nearly 80% of Chargebacks When Customers Contact Them First

Outcomes of calls to customer service



Summary & Key Takeaways

1. Chargebacks have a significant, adverse affect on all parties in the payments eco-system
2. Merchants, issuers, and consumers all have a role in making sure the right parties are involved in dispute handling
3. Collaboration is key to reducing the \$31 billion in dispute costs and improving the cardholder experience and long-term loyalty

Thank you

Don't forget to submit your session evaluation!



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