ARIA™, AUTOMATED REASONABLE INVESTIGATION AGENT

Overview

Quavo's ARIA™ is the industry's only platform that performs automated, reasonable investigations on behalf of the issuer. ARIA meticulously analyzes data, weighing various factors against the risk appetite of the client to determine the likelihood that legitimate fraud occurred.

Most issuers have single point solutions for fraud alerts and detection, but what happens once a charge is disputed? Traditionally, the process to investigate disputes has been long, costly, and fragmented, resulting in inconsistent resolutions and a poor account holder experience. And what happens after the dispute in question falls into the gray area of friendly fraud? Are you providing consistent decisions?

ARIA instantaneously collects and analyzes data pertaining to geographical location, account holder behavior, merchant information, and much more, to make consistent, reliable decisions in real time. ARIA's automation reduces investigation costs and decreases the level of sundry losses from low dollar disputes. With ARIA, the cost of claim investigation is far less than the cost of auto write–offs. Managing fraud and disputes is a complicated process, let ARIA handle the headaches while you get back to business.

Key Elements

Provide Consistent Decisions Humans do not make consistent decisions. ARIA does. Removing even the possibility for error goes a long way when it comes to compliance, process management, and customer service.

Offer Real Time Resolution Often it takes days or even months for issuers to complete an investigation and recover funds to an account. For account holders, this can feel like a lifetime of uncertainty and frustration. With ARIA, investigations are completed in seconds to provide your customers with a resolution in real time.

Cut Operation Costs Use ARIA to collect information on ALL disputes, not just the high dollar ones, with no added resources. With ARIA, the cost of investigation doesn't have to outweigh the cost of a disputed transaction.

Reduce & Remove Outsourcing ARIA costs a fraction of staffing a back office investigations team. ARIA automatically updates to bi–annual association mandates, keeping your team Reg E and Reg Z compliant to eliminate even the *possibility* of fines.

Decisioning Factors

1 Likelihood of **true fraud**

2 Likelihood of **friendly fraud**

3 Pay Deny Refer

QUAVO®
APPLICATIONS EVOLVED

ARIA Pay or Deny Decision

Using a collection of risk factors, ARIA determines the probability that an account holder has been the victim of **true fraud** or if this is a **first person** or **familiar fraud** scenario. The benefit of this feature is that manual investigations will no longer be required when ARIA makes a decision.

True Fraud Evaluation

ARIA checks factors related to account takeover and other scenarios based on whether their card was reported lost, stolen or counterfeit. This is ARIA's attempt to support the card holder's claim.

Friendly Fraud Evaluation

ARIA checks factors related to activity on the account before, during and after fraud was reported to determine if this is a friendly fraud scenario. This is ARIA's attempt to refute the card holder's claim.

High
Medium
Low

Overall Decision

ARIA weighs both evaluations and how strong the case is for each, deciding to pay, deny or refer the case to a human. The decision to pay, deny or refer is in part defined by the issuer, their customer profile and risk appetite.

Pay
Deny
Refer

© 2020 QUAVO, INC.
September 2020

QUAVO®
APPLICATIONS EVOLVED

Quavo.com
1–(484) 257–9846

ARIA Under Auto Pay Threshold Deny

Using a collection of risk factors, ARIA determines the probability that an account holder has been the victim of true fraud or if this is a first person or familiar fraud scenario. The benefit of this feature is that ARIA investigates cases well below the current auto pay thresholds. If a deny decision is made, issuers will no longer need to absorb losses due to the cost to investigate low dollar claims. Goodbye auto write offs and hello automation!

ARIA Investigation Data

ARIA collects data, conducts an automated reasonable investigation, and then delivers the decision to the issuer in an organized, easy–to–access format. With ARIA, your team doesn't need to manually request merchant data in order to conduct a thorough investigation. ARIA communicates with merchant bank systems automatically through platforms like Verifi and Ethoca. You can even set custom factors based on your average account holder profile. If your team needs to manually review a dispute, ARIA provides all the data, as well as her recommendation, in a clear and organized fashion.

Why Clients Choose ARIA

"I don't have enough time to do a full investigation on every claim." ARIA functions through advanced algorithms to make decisions about every transaction, automatically and regardless of dollar amount or case volume. Giving your account holder the quickest possible resolution every time	**"My team is good at investigating fraud disputes, but it's getting harder."** ARIA deploys with dozens of factors to detect true and friendly fraud. Your team won't have worry about training or transitioning best practices when new industry trends arise. Quavo's team of experts automatically updates ARIA with new factors to meet industry changes.
"Auditors are telling me I don't have enough evidence to deny, but my staff is overworked." Finding and collecting proof to deny a card holder's claim, and proving to auditors that the investigation was sufficient can be tedious. ARIA is auditable and consistent, so your team can relax	**"My back office team needs to grow because I know we're dealing with far more friendly fraud than we can catch, but I also need to cut costs."** Your organization is always growing. ARIA grows with you, preventing the need for staff scaling or outsourcing. ARIA enables you to allocate resources to core business functions, even with an increased case load.

Prevent Losses from Friendly Fraud

Friendly fraud represents the majority of chargebacks to merchants. A recent study has shown that 77% of fraud chargebacks are not true fraud. Regardless of the card holder, agents want to trust that claims are legitimate. Combine this with the amount of research and proof needed to deny a cardholder for friendly fraud results in chargebacks being issued when they shouldn't be. ARIA removes emotion from an emotional, delicate, and confusing process to provide the easiest and most efficient way for your policies to be upheld consistently. Your account holders will appreciate consistent decisions, too.

© 2020 QUAVO, INC.
September 2020

QUAVO
APPLICATIONS EVOLVED

Quavo.com
1–(484) 257-9846

Benefits of Leveraging ARIA

Compliance We designed ARIA to meet and exceed intense regulatory scrutiny. Her factors and results are highly auditable.

Consistency ARIA allocates the same intelligence necessary for the largest transactions on even the smallest of tasks.

Reduce Costs With significantly less need for human capital in the back office, you will be able to reallocate resources to your core business while increasing your case intake volume.

Instant Feedback Call centers and branches benefit from immediate decisions to cardholders.

Cardholder Satisfaction Decisions are presented to the account holder immediately, promoting an increase in satisfaction and allowing for an increase in claim intake volume.

Industry Expertise ARIA was built by the industry leaders with expertise spanning many organizations, dispute types, processes, policies, countries, and account holder personas.

Predictable Costs ARIA's per–transaction pricing gives your team a predictable, assessable operational cost.

Immediate Updates Changes can be applied immediately to factors such as risk appetite and measurable customer satisfaction.

Compatibility ARIA is tech agnostic. She can perform seamlessly with your current core systems and software.

Integrations

ARIA integrates with merchant partners, like Verifi and Ethoca, to automate the chargeback process and dispute resolution workflows. Here are just a few of ARIA's integrations:

VERIFI A Visa Solution · Symitar A DIVISION OF JACK HENRY · Alkami · fiserv.

ethoca · CO-OP FINANCIAL SERVICES · OnBase by Hyland · ...And many more!

© 2020 QUAVO, INC.
September 2020

QUAVO
APPLICATIONS EVOLVED

Quavo.com
1–(484) 257-9846