



QFD™ Automated Dispute Management Software

Product Data Sheet



ABOUT

QFD™ is an automated dispute management software for issuing financial institutions. It is the only cloud-based, chargeback management software requiring minimal to no configuration from an issuer. This best-in-class solution is automatically updated with industry regulations to guarantee compliance for your team. QFD helps teams increase savings per transaction, as well as customer satisfaction for their account holders.

INTEGRATIONS

QFD integrates with virtually any core banking platform and issuer-merchant technology, such as Verifi and Ethoca.



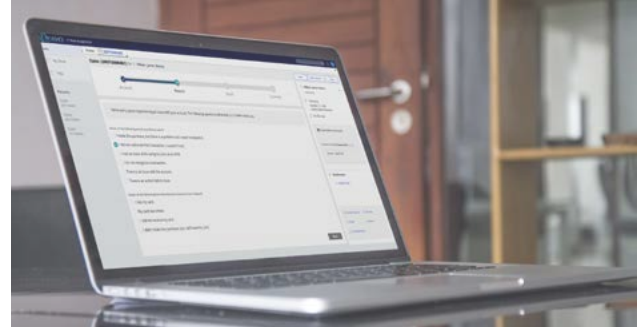
FEATURE	BENEFIT
Automated workflow process	Reduces an agent's average processing time by 5 min per dispute and prevents human error
Adjusts to increases in case volume	No additional agents needed
Automatic updates with SLA regulatory mandates, setting time-sensitive rules	Prevents compliance violations
Mobile and online banking integration	Increased user accessibility and convenience
Strategic user questions to meet Reg E and Reg Z compliance	Prevents missing case information and callbacks
Built-in association rules and network flows	Allows agents to easily track case status and details
Integration with Core System, Verifi, Ethoca and more	Eliminates manual verification process with associations
Supports all fraud and dispute types - from intake to resolution	No case will go unsupported or unresolved
Full-channel support for call centers and branch offices	Allows for an intuitive case intake flow for employees with any skill level
General ledger accounting function	Tracks where money is, at any step of the process

IMPROVED OPERATIONS

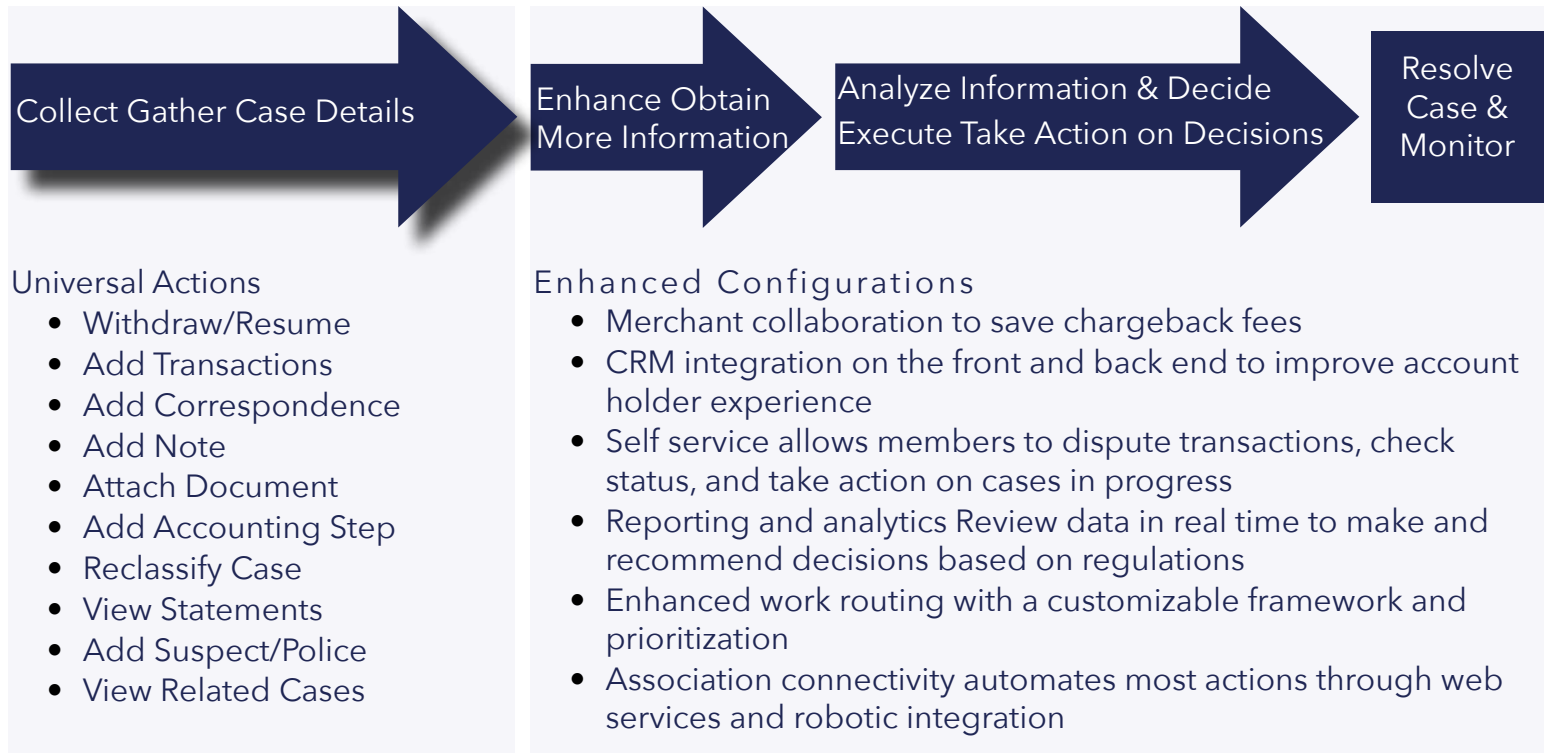
QFD gives organizations the power to increase their savings per transaction and improve workflows. Fraud and dispute claims are resolved quicker and with less manual intervention and processing will be faster and more accurate. Learn more about improving operations with QFD.

IMPROVED ACCOUNT HOLDER EXPERIENCE

The fraud and dispute process is already a stressful experience for account holders, that is why Quavo continuously seeks to improve communication channels both during and after intake. With QFD, account holders can easily access their filing, case status, and agent communications online, ensuring that they are informed with the steps being taken to resolve their case.



AUTOMATED WORKFLOWS



Quavo Products Road Map

ARIA™ Dispute Management AI

ARIA conducts automated reasonable investigations as a human would to delivers AutoPay, AutoDeny, and AutoRefer decisions.

DRE™ Human Intelligence Add-On

DRE is Quavo's back office team of highly experienced fraud and dispute experts. They handle investigations, while issuers control account holder interaction, all while sharing information on the QFD™ platform.

QFD™ Automated Dispute Management Software

QFD is a cloud-based software that automates fraud and dispute workflows while remaining fully compliant.

