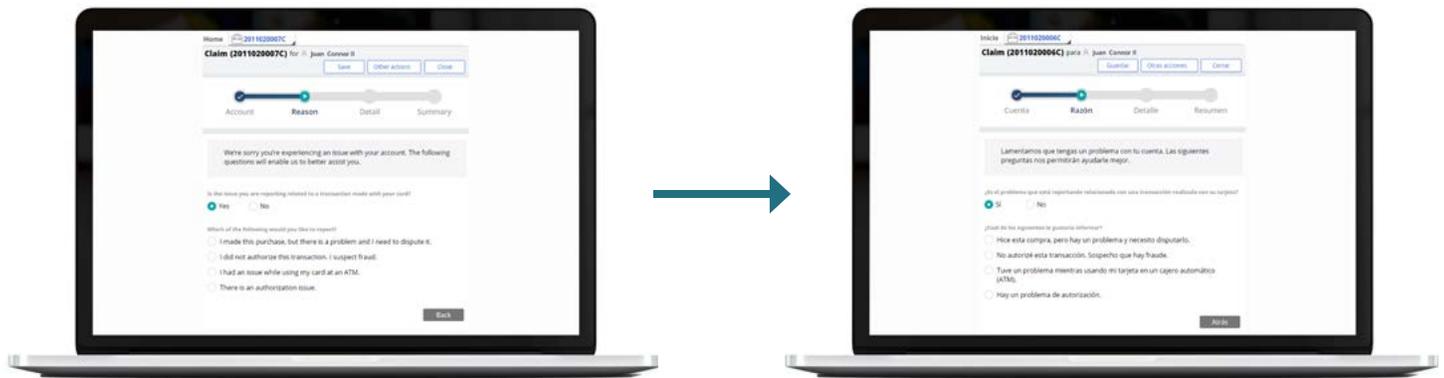


Quavo is pleased to offer a Spanish language intake add-on to our automated dispute management software QFD™. Our Spanish language option allows account holders to communicate in their native language when disputing a charge, either via self-service or with a front office agent. QFD's Spanish capability marks a milestone in Quavo's mission to provide dispute management solutions that facilitate better account holder communication channels for faster case resolutions.

## Account Holder Benefits

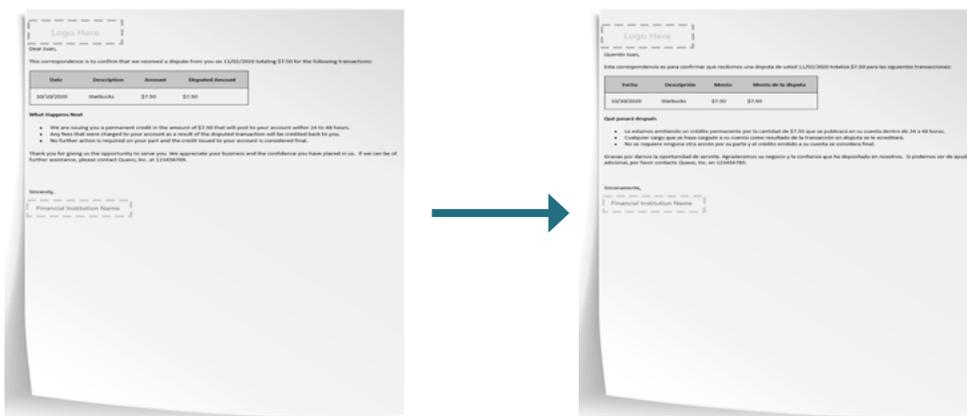
### Language Preference

The Spanish option can be presented during self-service as part of a language preference selection, or it can be automatically applied from the account holder's core banking platforms preferences. QFD's ability to integrate with any core banking system allows it to inherit the client system of record and automatically apply an account holder's preferred language, no additional steps required.



### Translated Correspondences

The Spanish language add-on to QFD can apply to email and letter correspondence with your account holders. These forms of communication are automatically translated to Spanish to match the account holder's language preference.



### Streamlined Operations

#### Back Office Investigations

Association mandates stipulate that all information collected during a fraud and dispute investigation be available in English. This requires a subsequent manual review of case information that is in Spanish. To streamline this process, QFD has provided a field for agents to add the necessary notes needed for review. This process can be customized to match your internal procedures.

#### Enable Spanish Language for Your Team

As with all new product capabilities, the Spanish language is off by default. To enable this setting, simply reach out to a Quavo expert to apply Spanish intake to your QFD software.



Our mission is to offer dispute management software that is as streamlined as possible while improving account holder experience. That is why our software supports all channels of communication. We hope that QFD's Spanish intake capability better helps both issuers and account holders reach successful case resolutions faster.

Have more questions about Spanish intake?  
Want more information about QFD™?  
Contact a Quavo expert for more information.



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