



Quavo Fraud & Disputes (QFD™)



Product Data Sheet

ABOUT QFD

Quavo's [QFD automated dispute management software](#) is a best-in-breed cloud-based solution and the only platform that requires minimal to no configuration or customization from an issuer.

QFD is built on a premise that the same simple workflow geared toward meaningful automation and consistent, reliable processing is reusable across all products and case types. This advanced concept allows issuers to reduce expenses and losses while increasing customer satisfaction and maintaining industry compliance.

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, Veri, Ethoca and more	Eliminates manual verification process with associations
Supports all fraud and dispute types - from recovery 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

QFD™ Automated Dispute Management Software

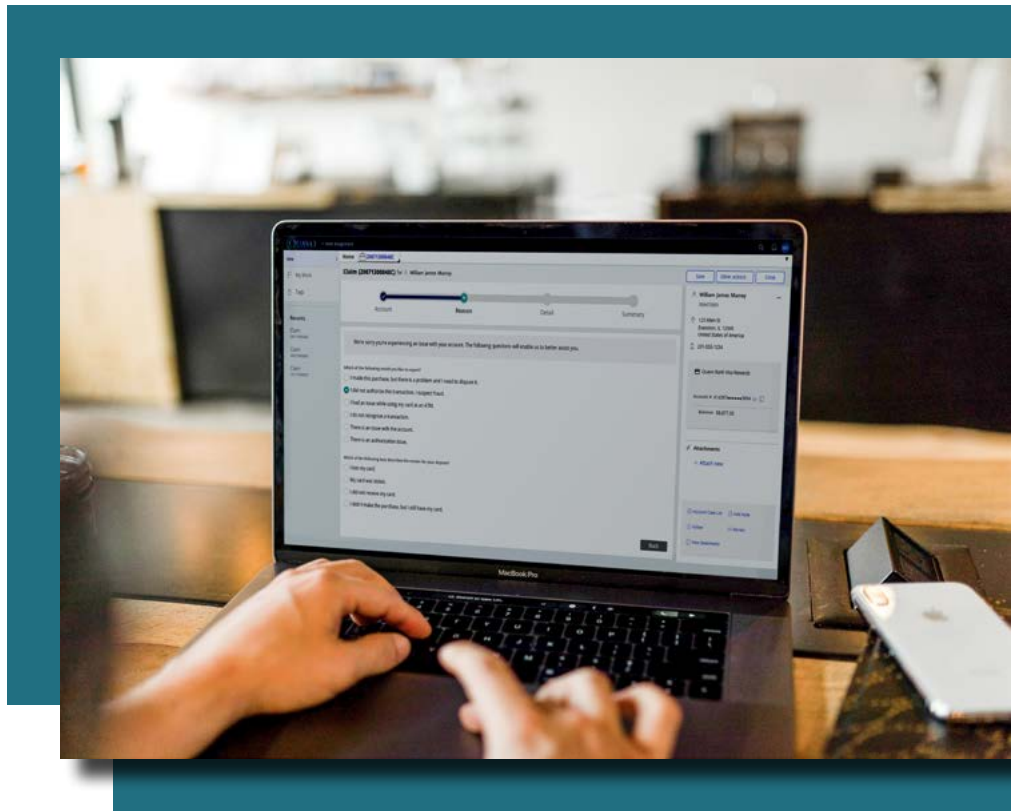
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IMPROVE ACCOUNTHOLDER EXPERIENCE

Fraud and disputes are moments that matter in the life of your accountholder. QFD offers online filing, status and communication so they can easily stay informed and provide information, greatly increasing satisfaction with the process.

RETURN ON INVESTMENT

QFD gives organizations the power to reduce operational expenses while minimizing fraud losses and improving workflows. Claims will be resolved quicker and with less manual intervention and processing will be faster and more accurate.



QFD WORKFLOW

Collect Gather Case Details

Enhance Obtain More Information

Analyze Information & Decide Execute Take Action on Decisions

Resolve Close Case & Monitor

UNIVERSAL ACTIONS

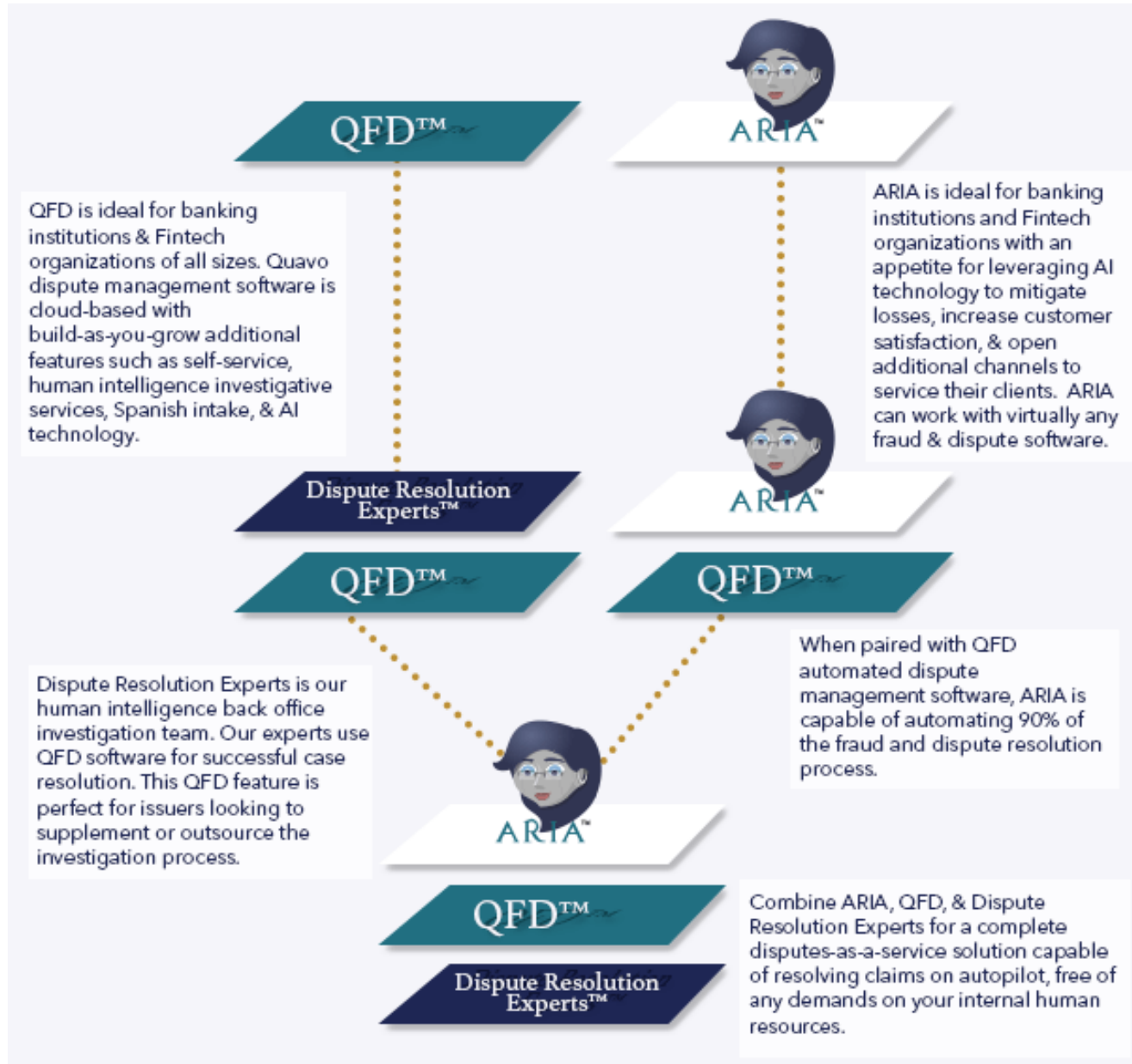
(Non-process related tasks)

- Withdraw/Resume
- Add Transactions
- Add Correspondence
- Add Note
- Attach Document
- Add Accounting Step
- Reclassify Case
- View Statements
- Add Suspect/Police
- View Related Cases

ENHANCED CONFIGURATIONS

- Merchant collaboration to save chargeback fees
- CRM integration on the front and back end to improve member experience
- Self service allows members to dispute transactions, check status, and take action on cases in progress
- Reporting and analytics review data in real time to make and recommend decisions based on regulations
- Enhanced work routing with a customizable framework and prioritization
- Association connectivity automates most actions through web services and robotic integration

QUAVO'S FULL DISPUTE MANAGEMENT SaaS OFFERING



To learn more about Quavo's automated dispute management SaaS offering, connect with one of our experts online or directly at experts@quavo.com.