

## Quavo, Inc. Appoints Brittany Usher as Inaugural Chief Revenue Officer

*Usher led the company to \$10.5 million in annual revenue in 2022.*

**East Lansing, MI – March 23, 2023** –Quavo Fraud & Disputes, the leading provider of dispute management solutions for issuers, has announced Brittany Usher as its inaugural Chief Revenue Officer, making her the first female member of the company’s c-suite. As CRO she oversees Quavo’s marketing, sales, client success, and dispute processing teams, bringing all client-facing operations under one banner to best leverage collective client insight for continuous product innovation and delivery.



*Brittany Usher  
CRO, Quavo Fraud & Disputes*

“Brittany embodies everything it takes to be a leader in the Fintech industry,” said Quavo CEO and Co-Founder Joe McLean. “Her drive, diligence, and dedication are unparalleled. Brittany’s appointment as Quavo’s first CRO is well-deserved, and I’m excited to see where she takes the company next.”

Usher joined Quavo in 2019, immediately establishing sales and marketing teams in tandem with go to market strategies that saw the company evolve from a customized application provider to a true product company specializing in fraud and dispute SaaS solutions for issuing financial institutions. Her successes in revenue growth and brand awareness was a major factor [in Quavo’s \\$6 Million Series A funding raise with FINTOP Capital in 2021.](#)

In March 2022, Usher became the [first female, non-founding member of Quavo’s executive team](#). Last year also saw Usher serve as [a panelist at Fintech conferences](#) like Finovate and Money 20/20 USA, where she lent her expertise on strategic Fintech partnerships, account holder experience, and the power of automated solutions for the back-office.

After leading the company in reaching \$10.5 million in annual revenue last year, Usher is looking to the future. “Quavo has achieved incredible growth since our initial SaaS product launch in 2020,” said Usher. “My goal is to exceed client expectations with the continuous development of automated solutions and best practices that buttress the underserved, yet pervasive problem of efficient fraud and dispute management throughout the industry, especially as Quavo explores global markets.”

Brittany resides in Philadelphia, coaching youth lacrosse and mentoring rising industry professionals in her spare time.

[Learn more about Quavo’s dispute management product offering by watching these videos.](#)

### About Quavo, Inc.

Quavo Fraud & Disputes™ is the world’s leading provider of automated dispute management solutions for issuing banks and financial organizations. Quavo’s premier [QFD™ SaaS platform](#) can automate the entire dispute lifecycle, from intake through investigation, chargebacks, resolution, and recovery. Combine QFD™ with our onshore back-office investigation team, [Dispute Resolution Experts™](#) for a partial or fully outsourced fraud and dispute management process. For issuers experiencing high-volume



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fraud claims, Quavo's revolutionary [automated intelligence tool ARIA™](#) performs the entire fraud investigation within seconds as a human would but without the risk of human error. For more information about Quavo Fraud & Disputes, visit [www.quavo.com](http://www.quavo.com).

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#### About Quavo, Inc.

Quavo Fraud & Disputes is a fintech provider of industry-leading, automated dispute management solutions to issuing financial institutions. Quavo's Disputes as a Service™ offering features automated software, AI technology, and human intelligence services for financial organizations of all sizes. Our goal is to establish and advance the industry standard in fraud and dispute management by instituting best-in-class principles, delivering unparalleled technology, and advocating for change in our community.

We offer full, end-to-end automation software for managing fraud and disputes, supported with complete Reg E, Reg Z, Nacha compliance, and network mandates. Quavo's offering includes QFD™ automated dispute management software, ARIA™ fraud management AI, and Dispute Resolution Experts™ human intelligence services.

Quavo believes in providing a supportive and collaborative environment where the best financial and tech minds work together to drive client success, providing groundbreaking dispute management software and solutions. Learn more online at [Quavo.com](https://www.quavo.com) or by emailing us at [experts@quavo.com](mailto:experts@quavo.com).