



REVOLUTIONIZING DISPUTE MANAGEMENT

Dispute Resolution Speed & Reducing Costs

Speed to resolution drives
loyalty and operational success

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Introduction

Dispute resolution influences how consumers perceive their financial institution

Financial disputes are more than just operational challenges—they represent moments of truth in the customer relationship. When customers report fraudulent transactions or dispute charges, they are often anxious, frustrated, and seeking immediate resolution. The speed and efficiency with which financial institutions address these concerns directly impact customer satisfaction, loyalty, and ultimately, retention.

Traditional dispute resolution processes are typically manual, time-consuming, and prone to inconsistency. Industry averages indicate that most financial institutions take upwards of 30 days to resolve disputes, creating prolonged periods of uncertainty for customers. During this critical window, customers often question their choice of financial institution, presenting a significant risk to customer retention.



Quavo has revolutionized dispute management through AI-powered automation that dramatically accelerates resolution while ensuring regulatory compliance.

By implementing Quavo's dispute management platform, QFD®, financial institutions can resolve disputes in as few as 11 days—a 19-day improvement over industry averages—while delivering a consistent, transparent experience that builds customer trust and loyalty.

CX-Focused Dispute Handling

Know the customer experience imperative

The High Stakes of Dispute Resolution

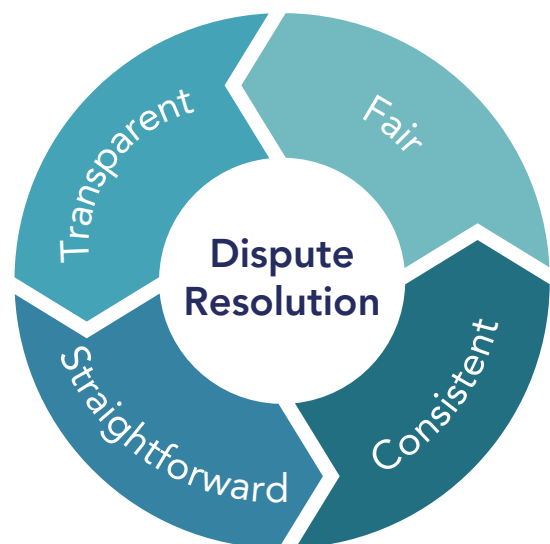
The dispute resolution experience profoundly impacts customer loyalty. Research from ReviewTrackers shows that **80%** of banking customers will switch to competitors offering better experiences. With the average acquisition cost of a retail banking customer at **\$561** according to FirstPageSage, financial institutions face significant economic pressure to retain existing customers. Quavo's own research confirms that **73%** of customers report their loyalty is heavily influenced by how fraud is handled.

With such significant financial implications, financial institutions cannot afford to deliver subpar dispute experiences. Every dissatisfied customer represents both potential lost revenue and additional acquisition costs to replace them.

Customer Expectations in Dispute Resolution

Today's customers expect speed in resolving their financial concerns, transparency through clear communication throughout the process, and consistency in fair and predictable outcomes across similar cases. During the disputes process, they seek minimal friction with limited documentation requirements, opportunities to self-service, and straightforward processes.

By meeting these expectations, financial institutions can turn potentially negative experiences into opportunities to demonstrate their commitment to customer well-being, thereby strengthening relationships and fostering loyalty.





Beyond Process Automation

The Quavo advantage is AI-powered automation

Automation that Drives Results

Quavo's dispute management platform leverages advanced AI to automate numerous aspects of the dispute resolution process:

1

Prioritization

AI guides agents to high-priority tasks, ensuring regulatory deadlines are met with ample time for recovery.

2

Decision-Making

Configurable thresholds enable automated resolution of straightforward disputes throughout the dispute lifecycle.

3

Task Handling

Purpose-built infrastructure automates dozens of tasks including merchant credit checks, fraud reporting, accounting adjustments, customer correspondence, and card network chargebacks.

4

Compliance Management

Built-in automation ensures alignment with Regulations E and Z, Nacha requirements, and card network standards.

Real-World Performance: Breaking the Speed Barrier

Top-performing Quavo clients consistently outpace industry averages in dispute resolution times, averaging 11 days powered by 80% task automation and 30% straight-through processing. These impressive results stem from strategic implementation choices:

Higher provisional credit thresholds

Instantly meet regulatory requirements while protecting customers from financial stress.

Limited documentation requirements

Create a smoother customer experience and accelerate investigation initiation.

Automated chargeback processing

Recover funds without manual effort—top clients win over 80% of recovery attempts.

Universal compliance standards

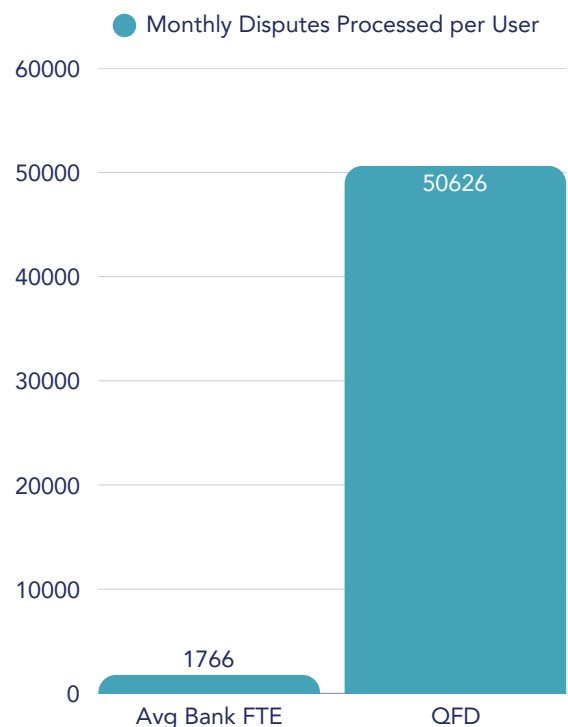
Apply regulatory protection to all claims, maximizing automation capabilities for faster, consistent resolutions

Straight-Through Processing: The AI Agent Advantage

The power of QFD is most evident in its straight-through processing capabilities, which resolve disputes without any manual intervention, from intake to resolution. Quavo clients can achieve straight-through processing for approximately **30%** of their total dispute volume.

In one case, a client achieved straight-through processing for over **40%** of disputes, resolving more than 50,000 disputes monthly—equivalent to the work of 28 full-time agents.

These results demonstrate that Quavo's solution effectively automates **80%** of case work, leaving only 20% for human teams to manage. This dramatic reduction in manual processing transforms how dispute teams operate and how customers experience the resolution process.



The Business Impact

Dispute management is more than just time savings

Reimagining Resource Allocation

By resolving disputes 19 days faster than the industry average, financial institutions can make strategic choices about how to leverage newfound capacity:



Reallocate staff to high-value work

Focus human expertise on complex disputes, fraud analysis, or customer service improvements.



Reduce overtime and operational costs

Eliminate bottlenecks that drive overtime expenses.



Enhance customer experience

Invest in proactive service improvements that boost retention and Net Promoter Scores.



Expand dispute volume capacity

Handle increased volume without additional headcount, supporting business growth.



Improve compliance and accuracy

Ensure audit-proof documentation and reduce regulatory risk.



The Dual Benefits of Time Efficiency

Time saved through automation delivers two primary benefits to financial institutions. First, it enables stronger customer relationships through quick resolution that demonstrates prioritization of customer financial well-being, building trust and enhancing brand reputation. Second, it creates operational efficiency through reduced manual effort, automating routine tasks and allowing staff to focus on analytical work that requires human judgment and expertise.

Team Member Experience

When automation handles 80% of case work, the remaining 20% can be approached with greater focus and care. Staff can produce higher quality work on complex cases that genuinely require human insight. With the reduced processing burden, team members achieve better work-life balance and experience less burnout from repetitive tasks. This environment allows employees to pursue development opportunities rather than processing routine disputes, enhancing job satisfaction and retention. Additionally, team leaders can shift their focus from tactical oversight to strategic management initiatives that drive long-term improvements.



"Quavo's automation has reduced the amount of time our agents touch a claim dramatically. This has taken so much pressure off our team, enhanced work/life balance, and improved team morale,"
Barbara Valona, VP & Bank Card Center Manager,
First Hawaiian Bank



Conclusion

Understanding the future of dispute management and customer service

Dispute resolution offers a clear opportunity for banks and credit unions to differentiate themselves by how they support and retain customers. By implementing Quavo's AI-powered dispute management platform, institutions can transform a traditionally slow, manual process into a strategic asset that delivers resolution times up to 19 days faster than industry averages with an 80% reduction in manual case work.

The resulting improvements in customer satisfaction and retention drive tangible financial benefits, while improved operational efficiency reduces costs across the dispute management function. Enhanced regulatory compliance further reduces institutional risk, creating a more stable operational environment.

Financial institutions that embrace this technology-forward approach position themselves to meet evolving customer expectations while optimizing operations. The result is not just faster dispute resolution, but a fundamentally transformed experience that builds customer loyalty, reduces costs, and creates capacity for strategic growth initiatives.

By revolutionizing dispute resolution through AI-powered automation, Quavo enables financial institutions to deliver the speed, consistency, and transparency that today's customers demand—turning a potential pain point into a powerful opportunity to demonstrate commitment to customer financial well-being.