

VISA

Product Catalogue



Dispute Analysis & Support (DAS)

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Develops and provides operational support for our clients in handling claims to enable them to focus on growing their core business. We help clients improve chargeback recovery rates, reduce costs and improve service levels. Our experts and technology can handle each aspect of dispute resolution on behalf of Clients.

How DAS adds value to its clients

Recovery Rates



We excel in chargeback recovery **83%** in Chargeback Recovery **94%** in Pre-arbitration.

Source: ROL 190 Report

Costs



Our DAS team can support you in a variety of ways to manage your chargeback services. Allowing you to reallocate your staff and resources to differentiate you in the market place.

Service



Being part of Visa enables us leverage our skills and knowledge on disputes and the interconnection between policy and network rules.

Support



From cardholder inquiry to resolution, to full financial reporting and monitoring – we have you covered.

Technology



Our proprietary technology efficiently handles every aspect of issuer dispute and back office exception processing.

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Products and Services

Line of Businesses	Description
Shared Service	You maintain the relationship and interaction with your customers while we handle all aspects of the dispute process behind the scenes.
Expanded Service	You maintain the relationship with your customers while we handle all aspects of the dispute process behind the scenes. In addition, we manage the cardholder correspondence and notification on the status of their claims.
Full Service	Our customer care team interacts with your customers, in addition to handling all aspects of the dispute process for you including managing the cardholder correspondence and notification on the status of their claims.
Prepaid Service	Our customer care team interacts with your customers, in addition to handling all aspects of the dispute process for you including managing cardholder correspondence and notification on the status of their claims and performs the actual adjustments to customer's account

Key Figures



757

Total combined years of Dispute experience

Source: DAS Employee Dispute Experience Tracker - Jan 2019



99.45%

Overall Quality Score for FY18

Data Source: QA report (Oct 2017 to Sep 2018)



1,284,689

Total # of cases processed for FY18

Source: ROL 190 Report

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