PEGA®

Pega Smart Dispute for Issuers

Streamline fraud claim and dispute management

Delivering automation and compliance

For over two decades, the largest issuers in the world have turned to Pega for merchandise dispute and fraud claim processing solutions. Pega Smart Dispute™ for Issuers is the only purpose-built dispute management application for cradle-to-grave processing that is also built on an industry-leading low-code platform with AI-powered decisioning and workflow automation. Pega software crushes complexity so you can work smarter, unify experiences, and adapt instantly – especially for new payment types – all to increase first contact resolution rates, straight-through processing, and automation.

With Smart Dispute for Issuers, banks can:

- **Unify payment operations.**

  Provide relationship managers, customer service representatives, and operational teams with a single solution to handle the capture-to-completion of multiple payment types while retaining the ability to specialize work as needed.

- **Maximize business agility**

  Adapt your operation as fast as payment options evolve by extending the payment exceptions recovery Model Workflow in just weeks using Pega's low-code approach.

- **Eliminate manual steps.**

  Use end-to-end workflows to automate steps, resolve cases faster, reduce costs, and mitigate the complexity and errors associated with manual claim routing, tracking, and handling.

- **Engage customers in their preferred channel.**

  Offer seamless self-service with Pega's APIs and an omni-channel user experience that adapts interactions to the device – allowing switching across channels without loss of context – to keep customers satisfied and loyal.

- **Embed intelligence.**

  Use workflow, business rules, and AI* to deliver guided processing for agents and customers.

Challenge

The combination of channel support, disjointed systems, and multiple payment networks commonly delay dispute resolution in payment operations. Additionally, compliance with consumer protection laws and constantly changing network rules increase complexity. The result is a lengthy process – often requiring manual intervention – that increases costs and risks while jeopardizing customer satisfaction.
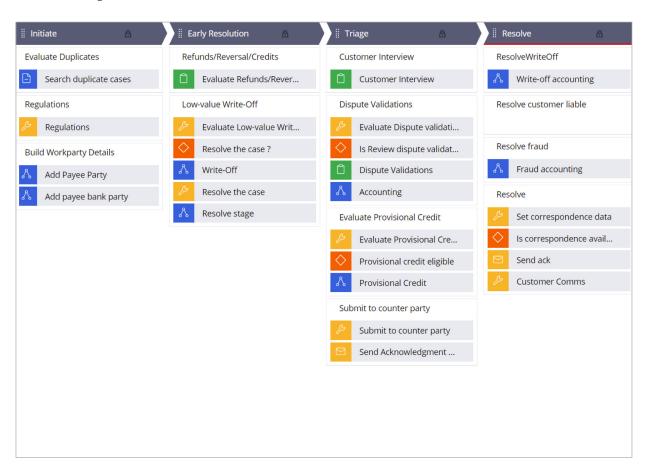
Solution

Pega Smart Dispute for Issuers provides cradle-to-grave dispute management in any channel for any payment type – managing all aspects of this unique "moment of truth" in banking. Issuers can unify dispute and fraud claim operations to increase efficiency, customer satisfaction, and compliance.

*Process AI license required

Improve productivity

- Guided processes aid both customers and employees to reduce errors and call backs on claims across multiple payment types – credit cards, debit cards, direct debit, P2P (like Zelle), ATM, and more.

- Real-time integration to core systems provides a unified claim view with transaction data, customer information, and attachments throughout the claim lifecycle.

- Parent-child case management handles single and multi-item transactions with bulk action options for fraud claims.

- Workflow automation manages steps like routing, matching merchant credits, duplicate checks, suspense accounting, and correspondence eliminates time-consuming, low-value work.

- Straight-through processing (STP) is enabled by automating chargebacks and low amount write-offs and can be further augmented with AI*.

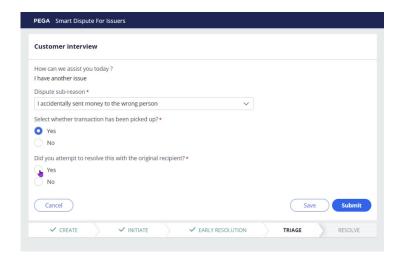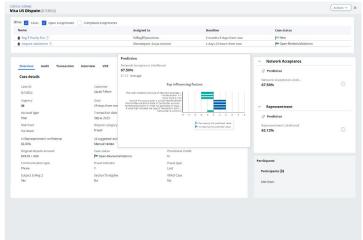| Initiate 🔒	Early Resolution 🔒	Triage 🔒	Resolve 🔒
Evaluate Duplicates	**Refunds/Reversal/Credits**	**Customer Interview**	**ResolveWriteOff**
📄 Search duplicate cases	📋 Evaluate Refunds/Rever…	📋 Customer Interview	⅄ Write-off accounting
Regulations	**Low-value Write-Off**	**Dispute Validations**	**Resolve customer liable**
🔧 Regulations	🔧 Evaluate Low-value Writ…	🔧 Evaluate Dispute validati…	
Build Workparty Details	◇ Resolve the case ?	◇ Is Review dispute validat…	**Resolve fraud**
⅄ Add Payee Party	⅄ Write-Off	📋 Dispute Validations	⅄ Fraud accounting
⅄ Add payee bank party	🔧 Resolve the case	⅄ Accounting	**Resolve**
	⅄ Resolve stage	**Evaluate Provisional Credit**	🔧 Set correspondence data
		🔧 Evaluate Provisional Cre…	◇ Is correspondence avail…
		◇ Provisional credit eligible	✉ Send ack
		⅄ Provisional Credit	🔧 Customer Comms
		Submit to counter party	
		🔧 Submit to counter party	
		✉ Send Acknowledgment …	

Increase customer satisfaction

- Create a simple, consistent customer experience in their preferred channel – allowing customers to self-serve or get assistance depending on the urgency and complexity of their claim.

- Correctly capture all required information at the first point of contact – eliminating delays to acquire missing information thereby reducing total processing time.

- Deliver exceptional service through automation that shortens case resolution times and improves NPS during this major "moment of truth."

Ensure 3-tier compliance

- Bank policies are supported by service-level agreement (SLA) rules, including goal, deadline, and past deadline settings to confirm adherence.

- Government regulations – like U.S. Regulations E and Z, UK Section 75, and Canada C-86 – use SLAs and automation to ensure the investigation period, accounting entries, and customer communication are all completed within mandated timelines.

- Network rule changes for American Express, Visa, and MasterCard, including integration to VROL and MCOM, are provided via subscription with semi-annual updates effective every April and October.

About Pegasystems

Pega delivers innovative software that crushes business complexity. From maximizing customer lifetime value to streamlining service to boosting efficiency, we help the world's leading brands solve problems fast and transform for tomorrow. Pega clients make better decisions and get work done with real-time AI and intelligent automation. And, since 1983, we've built our scalable architecture and low-code platform to stay ahead of rapid change. Our solutions save people time, so our clients' employees and customers can get back to what matters most.

For more information, please visit us at **pega.com**

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