



ChargebackOps — Partners in Revenue Recovery™



86%

Of all chargebacks are fraudulent — known as “Friendly Fraud”

40%

Of consumers who successfully chargeback will do so again within 60-days

\$12.1B

Visa reports chargebacks as a \$12.1B problem, increasing by 41% in the past 2-years

3rd biggest risk

The FBI reports “Friendly Fraud” as the top #3 risk to global eCommerce.

There is no question, chargebacks are a hassle. They tie up funds your company is counting on while disputes are being settled. Worse yet, because good portions of them are fraudulent, they could steal profits and ultimately shut down your business.

Fighting chargebacks is simple, right? Then why do so many companies avoid doing it or, worse yet, do it wrong? Rather than spending money with your internal teams, let us help you win more chargebacks all while learning best practice techniques.



Fighting Chargebacks

Our highly trained, customer-focused experts work to understand your business and customize every case before sending it to your bank. Our tools & processes help you recover the lost revenue you deserve. And, we provide the analytics to prove it.



Avoiding Chargebacks

Many of your chargebacks could have been avoided if you were listening. For companies sensitive to high chargeback rates, we use industry standard services to detect fraud and then process refunds on your behalf.

How Are We Different

Relationships: We take the time necessary to understand your business and the people running it. This partnership gives us more credibility with your processor while teaching you solid best practice techniques.

Technology: We automate the manual, labor-intensive steps without giving up the customized responses you need to win your reversal. Our patented, rules-based technology gives our chargeback analysts greater leverage, providing higher win-back rates, better efficiency, with fewer mistakes.

- Daily account monitoring and processing
- Dedicated account chargeback analyst
- Adherence to industry card standards
- Daily and weekly status notifications
- Customized client ad-hoc reporting
- Fraud prevention trend analysis
- Ongoing business process analysis

CHARGEBACKOPS
3450 N Triumph Blvd
Lehi, UT 84043

PHONE
800-421-7898

WEB
www.chargebackops.com