

The FIS logo is located in the top left corner. It consists of the letters 'FIS' in a stylized, green, sans-serif font. Above the letter 'I', there are three small green dots arranged horizontally. The background of the entire page is a dark, abstract digital landscape with vibrant, glowing lines and bokeh effects in shades of blue, purple, and yellow.

CBK

DISPUTE MANAGEMENT SOLUTION

Streamline, automate and manage your
chargeback processes effectively

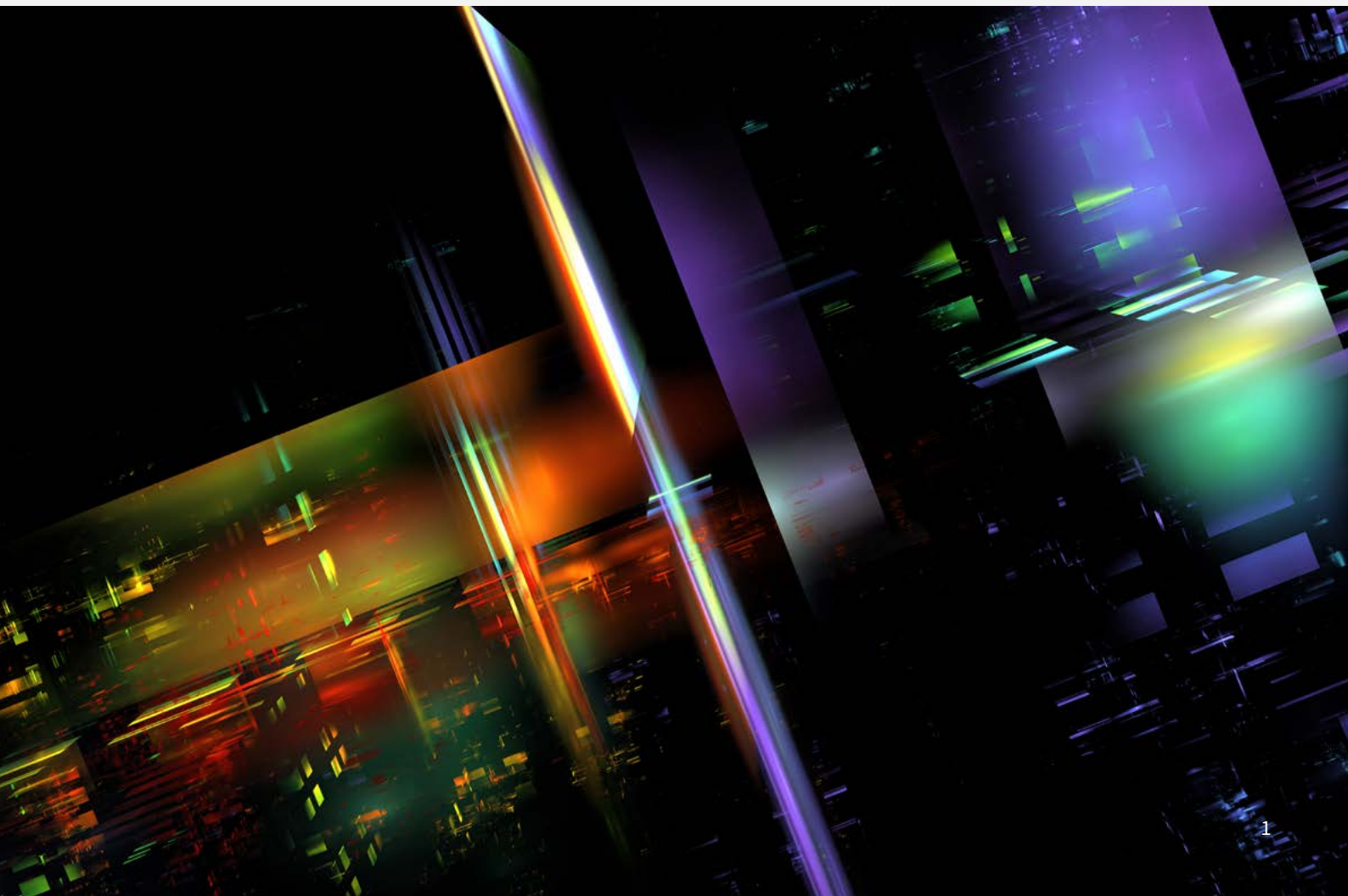
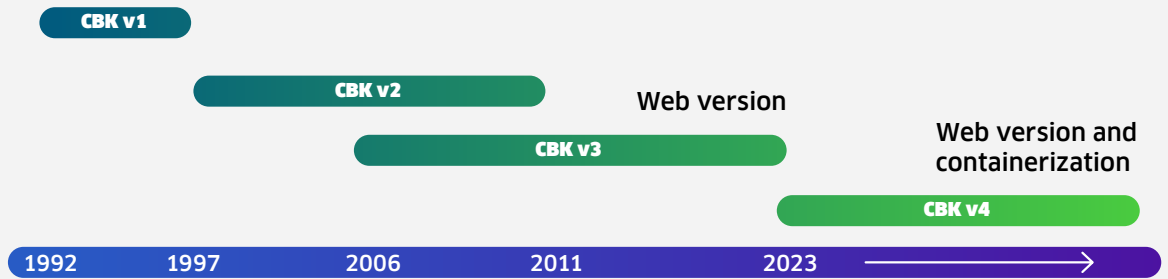
CBK solutions

Does your financial institution process payments? If so, a robust dispute management solution is not a luxury but an absolute essential. Save time, reduce operational costs and concentrate on the decisions that really matter. Automate repetitive tasks and enjoy a centralized view of dispute progress.

CBK Dispute Management Solution is designed to efficiently manage issuing and acquiring disputes with an ease to navigate

you through the entire transaction dispute life cycle. With our 30+ years of experience, we have innovated unique functionalities that minimize manual work, increase user focus on decision-making tasks and provide global customer satisfaction. Our centralized dispute solution is consolidated and cost-efficient while being flexible to adapt to the rapid changes in the industry.

30+ years of experience



Key features and benefits



1. Claim-centric design

Our single interface links all dispute-related items, events and user actions. This gives you a clear, centralized view of dispute progression.



2. Comprehensive coverage

Our system supports the entire chargeback dispute cycle, from documentation to execution. It's compatible with all major card schemes (Visa, Mastercard, American Express, Discover, Domestic).



3. Regular system upgrades

Stay in compliance with network rule updates, thanks to our twice-a-year system upgrades.



4. Document management

We handle letters and disputes supporting document management, simplifying your operations.



Hosted solution

For institutions looking to outsource their dispute management processes, our Hosted Solution offers a convenient and efficient option. We handle all technical operations, monitoring, maintenance and compliance for you so that you can focus on making critical decisions.

FIS CBK Dispute Management SaaS solution is a state-of-the-art platform for any organization that manages chargebacks through payment schemes. The solution offers a central location for gathered dispute information through a single GUI. The chargeback staff has a direct, complete, clear and up-to-date view of the dispute history available as a hosted solution in Microsoft Azure Cloud. It helps financial institutions keep the chargeback process under control using powerful deadline tracking, rule validation and automation. It may be integrated with third-party systems via APIs and eliminates the need for hardware and software.

Our Hosted Solution also allows for anytime, anywhere access, giving you the flexibility to manage disputes from any location. With PCI compliance handled by FIS, you can have peace of mind knowing that your data is secure.

At FIS, we understand that every financial institution is unique and has different requirements when it comes to dispute management. That's why our solution is highly configurable and customizable, allowing you to tailor it to your specific needs.

Processing benefits:

- Eliminates the need for hardware and software
- Monitoring (including hardware, software, and network traffic)
- Corrective maintenance
- No release deployment required
- Reduced personnel costs
- Includes installation of new versions and additional components
- PCI compliance will be FIS's responsibility
- Access anytime, anywhere – 24/7 Solution availability



Contact us at CBK_Sales@fisglobal.com to learn more about how we can help streamline and automate chargeback processes.

About FIS

FIS is a leading provider of technology solutions for financial institutions and businesses of all sizes and across any industry globally. We enable the movement of commerce by unlocking the financial technology that powers the world's economy. Our employees are dedicated to advancing the way the world pays, banks and invests through our trusted innovation, absolute performance and flexible architecture. We help our clients use technology in innovative ways to solve business-critical challenges and deliver superior experiences for their customers. Headquartered in Jacksonville, Florida, FIS ranks #241 on the 2021 Fortune 500 and is a member of Standard & Poor's 500® Index. To learn more, visit www.fisglobal.com. Follow FIS on Facebook, LinkedIn and Twitter (@FISGlobal).

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ADVANCING THE WAY THE WORLD
PAYS, BANKS AND INVESTS™