Total Issuing™ Fraud Servicing

Unlock a connected experience that leverages your fraud strategy

FIS® Total Issuing™ Fraud Servicing provides an end-to-end case management system to process a claim from intake to recovery. With sophisticated, scripted prompts, workflows and automation, this Total Issuing™ Customer Service module successfully guides agents through the claim process. Your fraud strategies are used to seamlessly transfer cases to different agent specialists based on the complexity of the claim.

How it works

Fraud Servicing helps agents handle the fraud process from start to finish. From the initial eligibility check of the transaction or authorization to obtaining the required information for decisioning, a user-guided workflow with configurable automation provides easy guidance for agents to process a dispute claim.

Key challenges

IT overhead

Mainframe legacy-based systems are heavily dependent on IT resources, rewriting code delays and how quickly you can implement required regulatory changes.

Siloed products

Products not built on the same foundation or tech stack require multiple changes for something as simple as a policy change or workflow adjustment.

Green screens

Relying on "green screens" can be cumbersome without built-in policy rules. Do you face considerable documentation with manual enforcement of policies?

Multiple vendors

Coordinating between vendors and regions creates undue complexity. Relying on a core processor brings data in alignment, future-proofing solutions.

Features and benefits

Fraud monitoring integration

Integrated with FIS® Transaction Defense to present account trends and display transaction details. Allows for removal of card blocks and case notations.

Automates fraud case creation

Allows for case management of research, alternate actions and financial reporting.

Connects, automates confirmed fraud

A seamless experience for confirmed fraud processing: identifies fraud transactions, blocks and transfers, creates investigation cases and makes automated monetary adjustments of fraudulent charges.

Automates fraud recoveries

Simplifies the chargeback and recovery process. Provides fraud case details. Reports fraudulent transactions to the associations. Case resolution states include cardholder liable, merchant issue credit and write-off.

Fraud Servicing enhancements

Compliant

- Supports policies: Easily configure and implement changes to support your policies to maintain compliance

Automation

- Case creation: Case notations, research, alternate actions, card brand notifications and financial reporting.

Workflow

- Pre-built, configurable: Faster to roll out and implement without expensive IT projects

Consistent

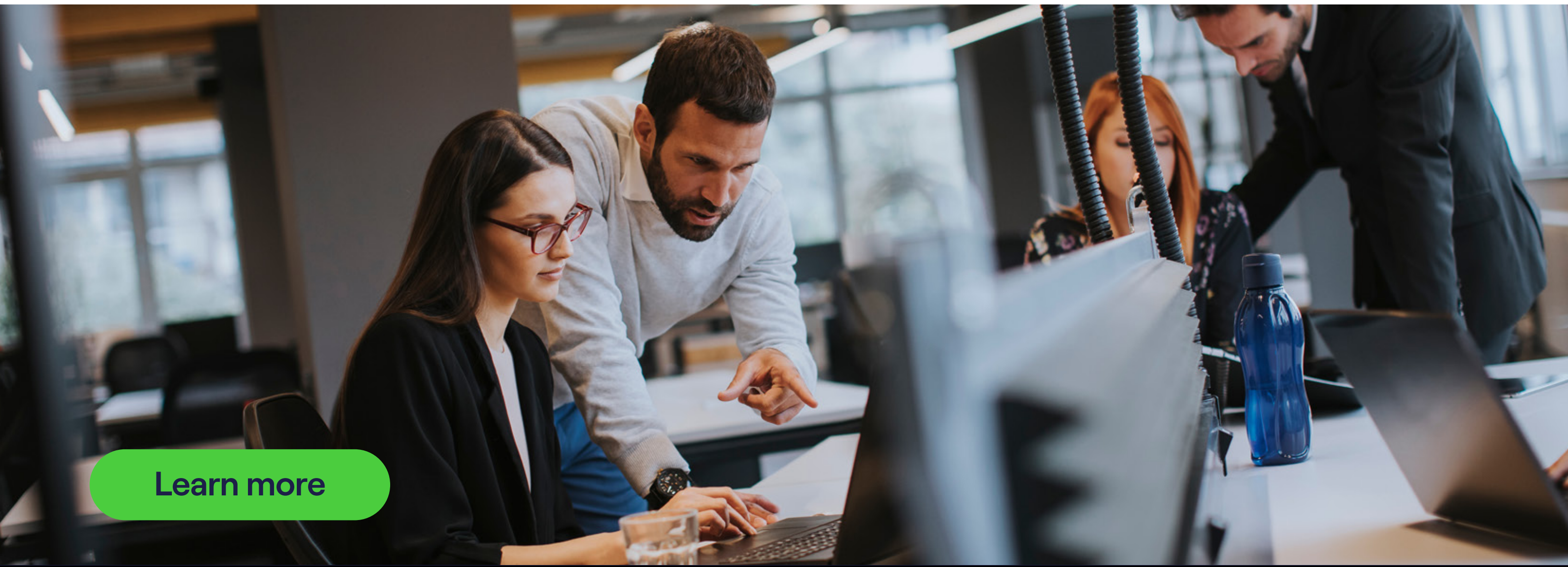
- Seamless experiences: Shared workflows, case management and APIs enable a consistent experience across multiple modules

Dashboard

- Configurable, personalized: Reflects on what each agent needs to specifically see and do, based on the agent's workload and queues

Training

- Accelerated and simplified: Benefits from the overall Total Issuing™ Customer Service platform to speed up training processes for agents



Learn more

Money at rest. Money in motion. Money at work.™

Our technology powers the global economy across the money lifecycle.

Money at rest

Unlock seamless integration and human-centric digital experiences while ensuring efficiency, stability, and compliance as your business grows.

Money in motion

Unlock liquidity and flow of funds by synchronizing transactions, payment systems, and financial networks without compromising speed or security.

Money at work

Unlock a cohesive financial ecosystem and insights for strategic decisions to expand operations while optimizing performance.

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