

# Chargeback Defense

## How To Prevent 1<sup>st</sup> Party Fraud

Assessing chargebacks can be tough. It is not easy for online dealers to distinguish legitimate chargebacks, e.g. after accidental credit card withdrawals, from deliberate fraud attempts. What's more, online dealers have to pay fees for every single case, illegitimate or not. Arvato Financial Solutions' Chargeback Defense helps to separate legitimate chargebacks from real 1<sup>st</sup> party fraud.

## Our Service, Your Benefits



### Classify Suspicious Cases

Decades of experience help us to distinguish legitimate chargebacks from real 1<sup>st</sup> party fraud and defend fraud effectively.



### Save Time and Money

Fighting Chargebacks can quickly become expensive, due to fees and long processing periods. We help to speed up the process.



### High-level Accuracy and Speed

Experienced fraud specialists look carefully as well as quickly at every transaction in question including every step from order to delivery of goods.



### High Success Rate

Benefit from our success rate high above the average.



### 24/7/365 Operations

Our specialists are available every time – define your individual Service Level Agreement.



### Seamless Integration

Take advantage from our flexible technical connection, no complex setup is necessary.

## Your Success Is Our Satisfaction!

Chargebacks that seem like fraud at first glance often turn out to be misunderstandings or accidental credit card withdrawals. Chargeback Defense helps to prove the validity of a chargeback – and thus protects good relationships between customer and online dealer.

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