

Resolve ATM

A Metavante Dispute Management solution

Streamlining electronic claim dispute research and resolution

Dispute Management is a fully integrated solution that can replace the labor-intensive measures you've adopted to deal with dispersed image adjustments and electronic claims processing. With the Metavante Dispute Management solution in place, each center you maintain will be able to handle cases relating to all types of payment transactions. This image-enabled solution:

- Streamlines the case resolution process using rules-based workflows
- Automates case assignment, generation of notices, creation of financial entries, and other manual tasks
- Enables compliance with various federal, association, and network regulations, as well as your financial institution's objectives
- Adheres to your financial institution's standard policies, procedures, and service level agreements

Dispute Management helps you reduce risk, improve productivity, and enhance customer service.

Resolve ATM

Dispute Management: Resolve ATM™ software provides rules and workflows for processing network claims, as well as customer disputes involving ATM withdrawal and deposit transactions.

Reduce Errors in Customer Requests

Resolve ATM software includes WebRequests, a browser-based front-end that provides for interactive editing and remote entry of customer claims. Web Requests is integrated to the bank's deposit application for account validation and name/address and history transaction retrieval, and automatically generates such forms as the customer affidavit.

Features and Benefits of Dispute Management: Resolve ATM

- Enables compliance with Regulation E through controls for monitoring and escalating claims
- Provides an automated process based on user-defined rules to detect duplicate claims or multiple filers
- Provides security by automatically closing ATM cards when the customer reports unauthorized activity
- Interfaces with your financial institution's deposit accounts system to initiate restraints on accounts where provisional credit has been given

Contact Us

For more information, contact Metavante at 800-822-6758, or visit us at metavanteimage.com