

Resolve Debit Card

A Metavante Dispute Management Solution

Streamlining electronic claim dispute research and resolution

Resolve Debit Card™ software is a product within the Metavante Dispute Management suite that works to resolve electronic claim disputes. 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 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 Debit Card

Dispute Management: Resolve Debit Card software works to increase your financial institution's productivity through rules-based workflows that automates tasks such as claim assignments, customer notices, affidavits, and financial entries.

Reduce Errors in Customer Requests

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

Key Features and Benefits

Resolve Debit Card software works to help your financial institution streamline electronic claim dispute research and resolution for debit card adjustment issues:

- Initiates controls for monitoring and escalating claims to ensure compliance with Regulation E and Visa/MasterCard vendor rules
- Delivers an automated process based on user-defined rules to detect duplicate claims or multiple filers
- Interfaces with your financial institution's deposit accounts system to initiate restraints on accounts where provisional credit has been given
- Provides rules and workflows for both PIN and Signature claim types and more than a dozen merchant error dispute types
- Provides multi-transaction claim processing to handle claims for unauthorized transactions on a customer's account

Contact Us

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

