



# FRAUDdefender

IDENTIFY, PROTECT, DEFEND

## Visa Total Dispute Management

### Dispute Prevention Alerts

Deflect potential chargebacks and disputes before they are even issued! As card-holders are calling their issuing bank, Order Insight provides **real time** alerts of the customer inquiries, allowing FRAUDdefender to pull the relevant transaction information and respond to the customer inquiry in seconds, with an enhanced digital receipt, thus proactively deflect potential disputes **before they happen**.

### Notification

Receive notice of Fraud and Disputes in real-time, long before they are normally reported to the acquiring bank! We provide real time notice of Fraud and Dispute notifications to allow merchant, processors and acquirers advance notice of potential trouble coming down the road from bad traffic sources or problematic affiliates and even friendly fraud. Use these notifications to see trends and improve fraud prevention policies in real time

### Dispute Resolution

Eliminate chargebacks and disputes after they occur! CDRN and RDR allow the elimination of chargebacks post-dispute, erasing them completely from your count and threshold. Whether you are a merchant, processor, or bank, reducing chargebacks is our main objective. Allowing you to retain profits, increase sales, and take away the burden of chargeback concerns.

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## The FRAUDdefender Difference

As one of the first authorized VISA Facilitators, and now a proud partner and reseller of VISA's Total Dispute Management System we have several advantages which make all the difference:

**Integration:** Our integration requires no heavy lifting from the merchant, processor, or acquirer., We do **ALL** of the **work** for **you**. Our extensive network, gateway and CRM connections ensure the widest possible global coverage.

**White Labeling and Customization:** We can offer full white labeling of our portal, etc... and have a great deal of flexibility built into our systems. We can configure your reporting format, the frequency, and even the delivery method to best suit your needs.

**Full Pre-Dispute and Post Dispute Systems:** We have robust custom systems which fully manage the pre-dispute chargeback deflection process, something that is not easily done many others. Resulting in decreased costs and global coverage for you.

**Top of the line Portal:** We have a very well developed interface and billing system. One portal easily allows access to every alert system, every real-time notification, and every post-dispute chargeback elimination.

**Pricing:** Competitive pricing, and the ability to meet or beat what you may be currently paying.

**Service:** We are dedicated to working closely with our clients to manage their individual needs, customizations, and special requests without extra charges or fees. Relationships are a key component to our culture. We treat you like a partner, not a client.