

Simplify Compliance and Reduce Risk

with FINBOA Payment Dispute Software

Streamline payment dispute management using intelligent process automation, analytics, smart forms, and digital signatures. Reduce dispute processing time by 90 percent and stay ahead of compliance requirements.

With FINBOA's Payment Dispute Management platform you can leverage pre-defined workflows, alerts and an intuitive interface to digitally transform your payment dispute processes. FINBOA Payment Dispute Management software can be implemented quickly, often achieving 'go live' within 90 business days.

Your existing staff will easily manage spikes in dispute volume while being able to identify and focus on disputes that need greater attention. Move your team to more meaningful work by eliminating manual tracking, posting and debiting adjustments. A detailed history, timeline and supporting documents means all the details can be viewed for audits in one place. Automatically calculate provisional credit and consumer liability. Pre-selected automations eliminate data entry, emailed forms, complex manual processes and analysis so that the entire process can be completed with just a click. Multiple workflows for any dispute or claim process to ease the experience for customer facing team members.

Seamless Integration

Your institution will be up and running quickly with our batch file integration process. API integrations available for those desiring a real-time solution stack. Integrate seamlessly with your digital banking applications for authenticated self-service and your core solutions for imaging, recordkeeping or accounting.

“

We have better reporting and we have cut our time tremendously handling disputes. We're down to one person that can get everything completed in a morning." Disputes are now taken over the phone or in person. "This helps us better assist our customers in the way they find the most convenient, and they appreciate that." The frontline staff appreciates the new software as well. What used to be a back-and-forth process is now smooth, with smart forms that ensure that only the needed information is collected."

Chantel Sullivan
Operations Team Leader at Legence Bank

Payment dispute workflows for:

Reg E Debit Cards, ACH, ATM,
Zelle using EFT, Bill Pay using EFT,
RegZ Credit Cards, Wire Transfers

Real Results

FINBOA helped a \$17 billion bank:

Lower under business minimums from \$500 to \$20 because they were no longer struggling to stay ahead of compliance deadlines.

Reduce their average time to intake a dispute claim from 22 minutes to 2 minutes.

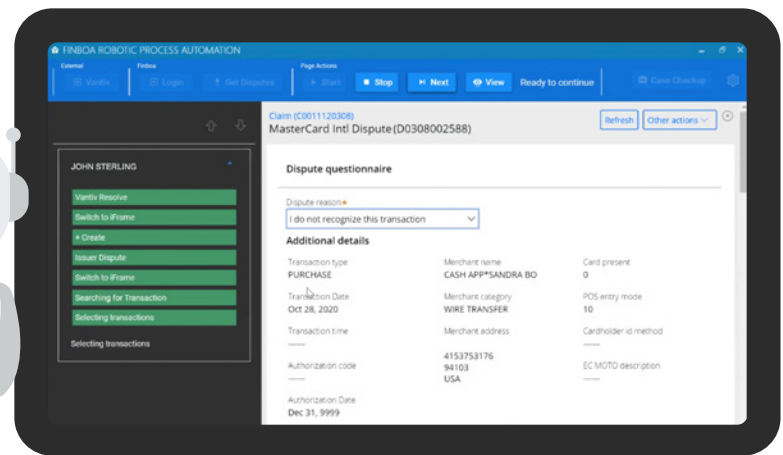
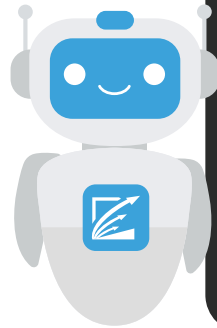
FINBOA helped a \$4 billion institution:

Redeploy dispute staff from 10 to 5 while managing an increase in dispute volume from 10,000 disputes to 30,000 in one year.

FINBOA Bot

Professional and Enterprise users can leverage FINBOA Desktop RPA with the FINBOA Bot to take the chargeback data from FINBOA and enter it into the processor's chargeback system.

Let the FINBOA Bot handle all the manual processes associated with the submission of chargeback data. The Bot notifies you if your attention is needed to address a mismatch or error.



Features

- Alerts
- Pre-configured workflows
- Automatically calculate and issue adjusted provisional credit
- Fast implementation
- Unlimited users
- Built-in eSignature
- Customer self-service portal
- Central document repository
- Data Analytics
- Core Integrations

Benefits

- Easy deadline management
- Reduced write-offs and risk
- Eliminate re-keying errors
- Staff can focus on investigating fraud instead of manual processes
- Digital customer experience
- Increase staff productivity
- Onboard staff faster
- Reduced staff training

About FINBOA

FINBOA provides an end-to-end process automation platform optimized for compliance and other operational workflows. FINBOA eliminates the need for multiple systems and manual steps, which cause regulatory deficiencies, customer frustration, and require time-consuming and expensive oversight. FINBOA workflow solutions are quick to implement, easy to use and deliver timely return on investment.

To request a demo or more information, go to www.finboa.com or call (866) 218 4096.