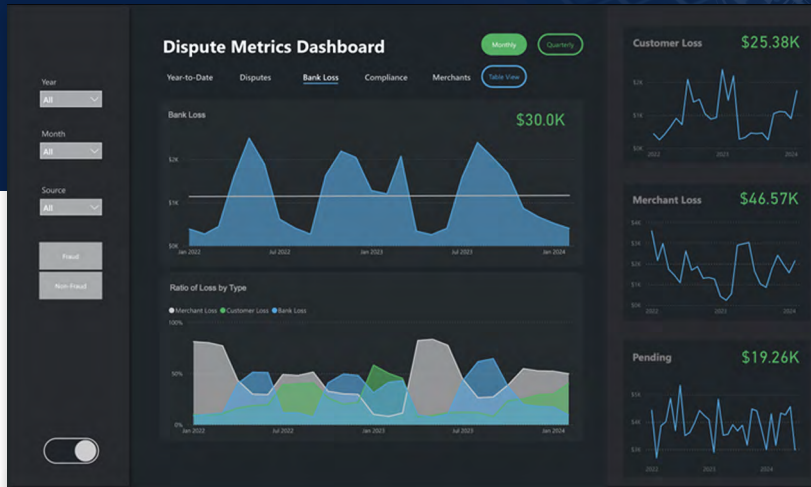


# FINBOA BI Disputes

Unlock the power of compliance, fraud and financial data to improve decision-making



## Key Features

### Comprehensive Reports

YTD Volumes, Dispute Counts, Compliance Timelines, Bank Loss, Fraud Cases

### Dynamic Filters

Months/Year, Payment Types, Fraud/Non-Fraud

### Export Options

Report Pages, Table Views, Data Export, PDF

### Compliance Monitoring

Reg E Deadlines, Provision Credit Claims, Resolution Notices

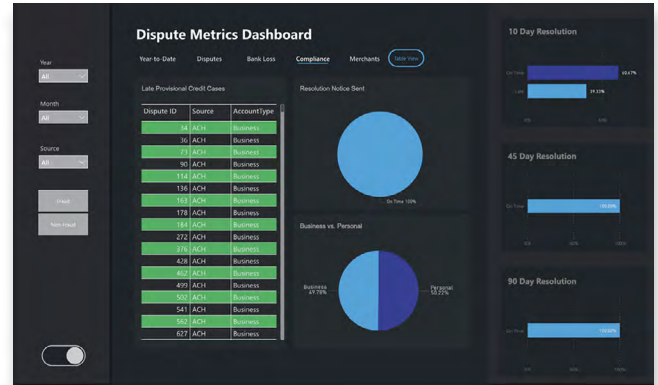
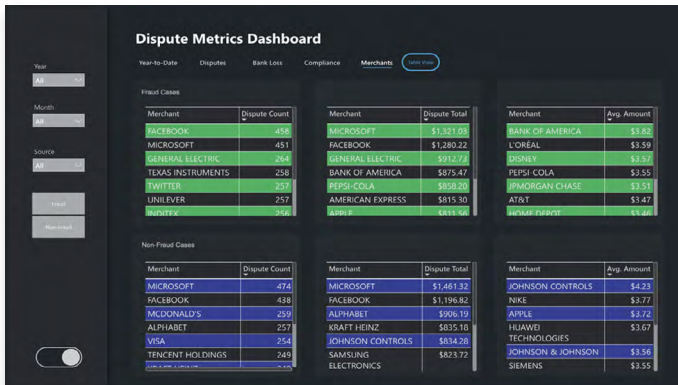
### Fraud Trend Analysis

Fraudulent Transactions and Problematic Merchants

FINBOA BI Disputes is a business intelligence solution designed to help banks and credit unions gain useful insights into compliance, fraud and payment dispute trends. Developed as a companion product to FINBOA Payment Disputes, FINBOA BI Disputes offers financial institutions the tools needed to make data-driven decisions and mitigate risks associated with dispute management using the data generated during dispute processing.

## FINBOA BI Disputes Report Pages

Year-to-Date	Disputes	Bank Loss	Compliance	Merchants
<ul style="list-style-type: none"> <li>Loss by type by quarter</li> <li>Transaction source</li> <li>Bank loss</li> <li>Average days to close</li> <li>Number of disputes</li> <li>Number of submissions</li> </ul>	<ul style="list-style-type: none"> <li>Average dollar amount per dispute</li> <li>Average disputes per submission</li> <li>Status</li> <li>Dispute bins</li> <li>Fraud vs. non-fraud</li> <li>Average days to close</li> <li>Number of disputes</li> <li>Number of submissions</li> </ul>	<ul style="list-style-type: none"> <li>Monthly or quarterly view</li> <li>Bank loss</li> <li>Ratio of loss by type</li> <li>Customer loss</li> <li>Merchant loss</li> <li>Pending</li> </ul>	<ul style="list-style-type: none"> <li>Late provisional credit claims</li> <li>Resolution notice sent</li> <li>Business vs. personal</li> <li>10 day resolution</li> <li>45 day resolution</li> <li>90 day resolution</li> </ul>	<ul style="list-style-type: none"> <li>Fraud cases:                             <ul style="list-style-type: none"> <li>Dispute count</li> <li>Disput total</li> <li>Average amount</li> </ul> </li> <li>Non-fraud cases:                             <ul style="list-style-type: none"> <li>Dispute count</li> <li>Dispute total</li> <li>Average amount</li> </ul> </li> </ul>



## Why choose FINBOA BI Disputes?

### → Easy Access to Critical Data

Eliminate the time-consuming hassle of manually pulling together data from multiple sources. Quickly access table views and export data as desired for further data analysis.

### → Actionable Fraud, Financial and Compliance Data

Leverage dynamic filters and data options to create reports to identify problematic merchants, manage fraud, access bank write-offs, losses and compliance deadlines.

### → Empowered Decision-Making

Make informed decisions with dynamic dashboards with multiple view options. Not only is FINBOA BI Disputes available to manager and supervisor roles within FINBOA, it can also be made accessible to authorized risk, compliance, audit, finance and/or senior leaders who are not currently users of the dispute software.

### → Timely Insights

Gain access to comprehensive data, trends and analytics to optimize dispute management including compliance deadlines, fraud trends and dispute resolutions.

## What FINBOA BI Disputes Users Say...

"I love the charts and being able to drill into the graphs to see the submissions."

"Access to provisional and final resolution timelines helps our management measure SLAs and KPIs."

"Including the dashboard views in my board deck is so much easier – I no longer have to pull the data together myself."