Date:

FI Name:

FI City, State:

FI Asset Size:

FINBOA Sales Executive:

Partner Sales Executive / Relationship Manager:

New or Existing Customer:

**Current Volumes:**

***Only provide volumes for payment types that are in-scope to digitize and automate through FINBOA.***

| **Required**  **(Yes or No)** | **Payment Types** | **Monthly Average Dispute CLAIM Volume**  **(Ex: A claim that includes 3 transactions should be counted as 1 claim)** | **Daily Average TRANSACTION Volume**  **(Include ALL transactions processed by FI, not just disputed transactions. Do not provide $ amount total)** |
| --- | --- | --- | --- |
|  | Debit Card |  |  |
|  | Credit Card |  |  |
|  | ACH |  |  |
|  | Bill Pay |  |  |
|  | P2P |  |  |
|  | Wire Transfer |  |  |
|  | Check / Mobile Deposit |  |  |
|  | Stop Payment |  |  |
|  | ATM |  |  |

**Current Challenges**

\_\_Handling increased dispute volumes with current staff

\_\_Missing compliance deadlines

\_\_Too many errors resulting from manual / paper-based processes

\_\_Customer complaints

\_\_Audit exceptions or concerns

\_\_Customer experience needs improvement

\_\_Training new employees on the manual process is time-consuming or challenging

\_\_Write-offs and losses too high

\_\_Other (please specify)

**Staffing and Training Impact**

How many branch locations?

How many staff per branch are handling payment dispute claims?

How many call center reps are handling payment disputes?

How many back-office staff are handling payment disputes?

**Write-offs and Losses**

What is your current Under Business Minimum for writing off disputes (the transaction amount under which your institution automatically credits the customer’s account)?

What were your total write-offs and losses (YTD, last month, on average, etc.)?

Do you send all of your disputes to your card processor or just those eligible for charge-backs?

**Data Retention:**

How long do you need to make payment transactions available for selection during the dispute intake process (standard retention is 24 months)?

**Integration:**

FINBOA supports batch file and API integration options for customer, account, transaction and GL data.

For batch file integration, FINBOA provides FI’s with batch file specification for FI to properly format data.

For API integration, FINBOA will leverage an existing API or develop an API to the FI’s core/GL system. ***Additional one-time and annual fees apply to API integration.***

| **Required (Yes or No)** | **Integration Type** | **Available Options** | **Select from Available Options** | **Provider** |
| --- | --- | --- | --- | --- |
|  | **Customer, Account and Transaction Data** | **Batch File or API** |  |  |
|  | **GL Data** | **Batch File or API** |  |  |
|  | **Branch Digital Signature Integration** | **Topaz** |  | **Topaz** |
|  | **Document Imaging / Storage** | **File Delivery** |  |  |
|  | **Online Banking Dispute Intake SSO** | **SSO SAML2.0** |  |  |
|  | **Batch Letter Generation** | **File Delivery** |  |  |
|  | **Card Processor** | **WebBot or API Options** |  |  |

Do you want to update GL entries at branch level? How many branches should be included?

\*WebBot integration eliminates user re-keying of claims into supported card processor systems. Card processor system must have a web interface available for WebBot option to be enabled. For card processing systems supporting APIs, FINBOA can integrate via API. Additional one-time and annual fees apply to WebBots and APIs.

**Brands:**

Does the FI operate under multiple brands?