



EQUIFAX

Dispute Processing

Risk and dispute management made easy.

Dispute Processing simplifies the dispute process for acquirers and processors by centralizing valuable payment and dispute information. You can receive, analyze, and process disputes — all from a single platform.

Product overview



Web Portal

Manage everything from disputes and responses to arbitrations and compliance filings with a modern, mobile-first web portal. Reduce manual efforts and gain back valuable time.



Dispute Processing Modules

Choose the level of dispute processing and servicing you need by using one or multiple modules. All modules are part of the same system, making it easy to customize your approach to dispute management.

- Backoffice module for processing team at Equifax.
- Partner module for banks, acquirers, and processors.
- Merchant module for merchants.



Reporting & Analytics

Get detailed reports on case status, dispute percentage, win rates, and more. Use these insights to make smarter risk management decisions that benefit you and your merchants.



Case Management

All the details and data about each dispute are readily available so you can easily prioritize and track each case. Automate certain tasks for more efficient dispute processing.

- Notifications
- Dispute management queue
- Dispute details
- Transaction details
- Response functionality

Why choose Dispute Processing by Equifax?

Our product offers complete, end-to-end dispute management — all from a single system.

Platform features



Notifications

Send daily summary emails to merchants about disputes.



Corresponding Transaction

Disputes are automatically linked to transactions with potential response options.



Responding

Response details — including deadlines, actions, and supporting documentation — are readily available for merchants.



Reporting

View dispute statuses with full descriptions, dispute percentages, win rates, and more with dashboard reporting.



Dispute Types

Dispute types that may not be included in other solutions — like TC40s — are included in dispute reporting.



Adjustments

Dispute Processing allows customizable options for adjustments.

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Feature or Functionality	EQUIFAX	Chargeback Management Competitors	Dispute Processing Competitors
Pre-Dispute Alerts	✓	✓	X
Retrievals	✓	✓	✓
Chargebacks	✓	✓	✓
Merchant Response Review	✓	X	✓
Representments	✓	X	✓
Pre-Arbitrations	✓	X	✓
Arbitrations	✓	X	✓
Pre-Compliance and Compliance Filings	✓	X	✓
Good Faith Collection Cases	✓	X	✓

What success for your company can look like with Dispute Processing:

Same-day processing

Using a streamlined dispute processing system allows you to respond to disputes quickly and accurately.

Reduced merchant attrition and churn

Utilize expert support from the Equifax team to resolve issues quickly and efficiently so you can better serve your merchants.

Better risk management

Real-time insights and in-depth reporting give you the power to make more accurate, data-driven risk decisions.

Increased bottom line

Better data transparency and automation can save time and lead to more accurate risk decisions — resulting in greater efficiency, lower costs, and higher ROI.



Visit the Dispute Processing web page to schedule a call with an expert today!
equifax.com/business/product/dispute-processing