

worldpay  
from FIS

# DISPUTES DEFENDER

Take the hassle out of defending chargebacks,  
and keep more of your revenue.



## The challenge of chargebacks

At Worldpay from FIS, we know that your top priority is converting consumers into buyers – not worrying about chargebacks. But chargebacks cost you revenue, and defending them is complicated and time consuming.

It may seem easier to just accept them as a cost of doing business. But with chargebacks constantly on the rise, that's not really an option. You need a payments partner who can help you manage chargebacks efficiently and reliably and above all, save you money.

## DISPUTES DEFENDER

Fight back against chargebacks with Worldpay's Disputes Defender, an innovative defense service against chargebacks.

We make it easy with multiple integration options – including a direct connection to your CRM system. This way it challenges the claim and recovers revenue on your behalf with a fast and forensic approach.



### Did you know?

Chargebacks increase **41%** every two years.<sup>1</sup>



**Don't be a victim of chargebacks. Let us defend and reduce them for you... while you focus on growing your business.**

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Chargebacks are costing the payments industry in excess of **\$100 billion** in leakage/losses<sup>2</sup>



**86%** of all chargebacks are probable cases of **friendly fraud**<sup>3</sup>



Approximately **40%** of consumers who commit **friendly fraud** will do it again within **60 days**<sup>4</sup>



**81%** of consumers admit they filed a chargeback **out of convenience**<sup>5</sup>



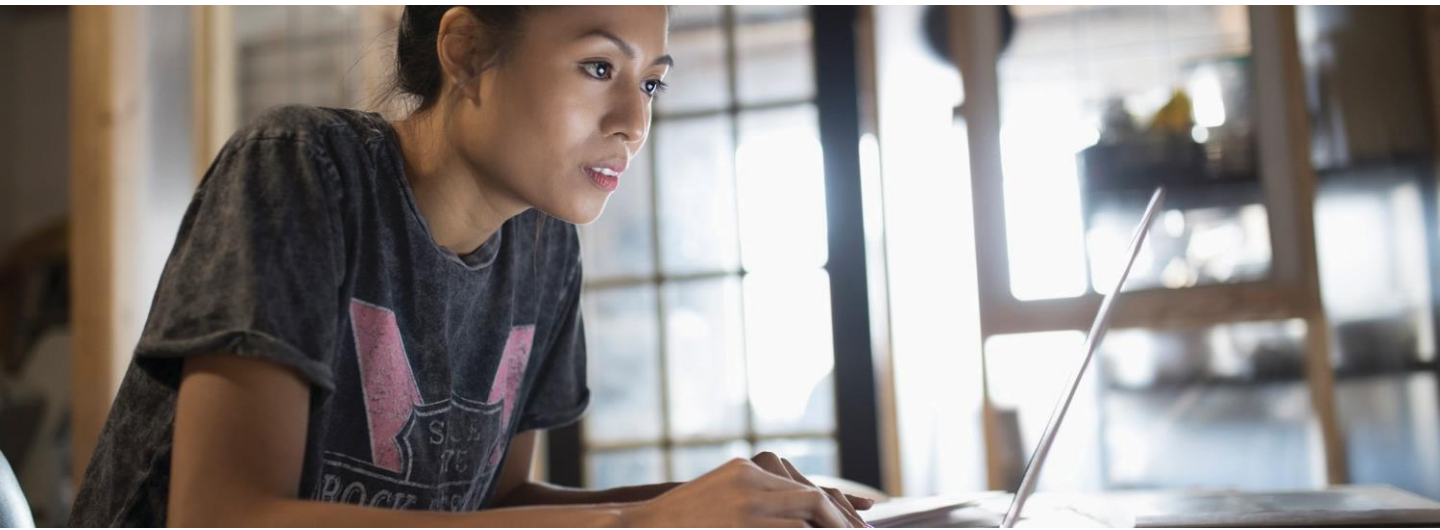
## Protect your Revenue

Keep more revenue with leading-edge security, fraud, compliance, and loss mitigation solutions.



## What does end-to-end chargeback management look like?

- Provides powerful data
- Adapts to industry changes
- Disputes friendly fraud
- Identifies errors and liabilities



## Reap the rewards of working with the best in the industry:

- Improved net win rates
- Increased intelligence and data collection
- Fewer chargebacks
- Enhanced reputation
- Improved fraud filter decisioning
- Simplified processes and optimized revenue

## Chargebacks packed and priced in one punch

We operate a no win, no fee pricing structure. For details, please contact your Worldpay Relationship Manager or representative.



## Why Worldpay?

With 40 years of experience and data from \$1.5 trillion in transactions annually, Worldpay has the world-leading expertise to help you protect your revenue.

From maximizing your acceptance to growing with our experts, we support you at every step of the payment lifecycle with powerful tools and services.

Our Protect your Revenue range of products comprises efficient and effective chargeback monitoring and defense services – it's the help you need to tackle the ever-growing challenge of disputes.



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<sup>1</sup> From '13 Scary Chargeback Facts' - <https://chargebacks911.com/13-scary-chargeback-facts>

<sup>2</sup> From 'The Shocking - But True - Cost of Chargebacks' - <https://chargebacks911.com/chargeback-costs/>

<sup>3</sup> From '13 Scary Chargeback Facts' - <https://chargebacks911.com/13-scary-chargeback-facts/>

<sup>4</sup> From a Paypers report - <https://thepayers.com/digital-identity-security-online-fraud/merchants-are-struggling-to-manage-chargebacks-but-there-are-ways-to-take-control--1239691>

<sup>5</sup> Survey conducted by the eConsumer Services - <https://thepayers.com/expert-opinion/european-cardholders-in-precarious-position-because-of-friendly-fraud/765300>

## About Worldpay from FIS

Worldpay from FIS (NYSE:FIS) is a leading payments technology company that powers global commerce for merchants, banks, and capital markets. Processing 75 billion transactions topping \$9T for 20,000+ clients annually, Worldpay lifts economies and communities by advancing the way the world pays, banks, and invests.



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