

Section 75s and Chargeback

Simplifying dispute resolution on section 75s and chargebacks

The finance industry supplying credit cards and store cards are experiencing a tremendous rise in the amount of customer chargeback and Section 75 requests, requiring a rethink of their dispute resolution processes.

Civica Section 75s is a cloud-based case management solution, specifically designed for capturing, managing, solving and reporting on Section 75 and chargeback disputes.

Enable your organization to collaborate with merchants, comply with regulations, improve service levels and enhance customer experience.

"Beyond helping us provide a better complaint handling service, we use complaint data to identify opportunities to improve customer propositions. The insights are so rich and easy to use; we've never had data like this before."

Tony Murphy,
Customer Outcomes Manager,
Tesco Bank

User friendly

By providing a single integrated case management system for Section 75s and charge backs you simplify the process improving outcomes for both customers and colleagues.

Automated

The specialist workflows and automated pre-filled document templates cut admin time, ensure data accuracy and improve communication.

Integrated

The system integrates with email, productivity, and crucially through REST APIs with other third-party application including merchant systems.

Compliant

The Section 75s and Chargeback disputes workflows provides timelines and communication to abide by regulations set by the Financial Conduct Authority (FCA)

Key takeaways

1 **Specialist workflows**
designed for Section
75 and chargebacks

2 **Increase productivity**
by 30% or more

3 **Track spend and**
gain merchant
specific insights

15x

improvement in FCA
reporting efforts

Learn more:

civica.com/section75

Contact email:

casemanagement@civica.co.uk



Civica

- We have 25+ years' experience of implementing digital workplace solutions for organisations of all sizes in both the public and private sectors
- Helping more than 3,500 organisations make every day better with cloud technologies
- We can rapidly configure new solutions with no need for lengthy bespoke development
- A fully browser-based, responsive design optimises the experience on any device for customers and users
- The platform underpinning our case management solutions is mature, secure, and scalable, and accredited under ISO 9001 and ISO 27001
- Delivery of SaaS solutions removes the need for you to procure, install and manage hardware; and ensures scalability
- Your data is kept private using single-tenant database schemas, and protected through regionalisation

Why Civica Section 75s?

Civica Section 75s helps financial credit providers deliver efficient, cost-effective dispute resolution services.

Built on the Civica Case Management platform, powered by iCasework, the solution provides:

Single solution

Our cloud-based solution is specifically designed for capturing requests, managing the process, and providing actionable reporting on Section 75 and chargeback disputes.

Streamlined system

Streamlines & automates Section 75 and chargeback dispute functions, increasing efficiency by reducing administration & manual processing through automation and populated template communications.

Accuracy

Intuitive workflows containing all the required data fields for handling dispute information, giving data and task validation and a full case audit for review.

Visibility

Automated reminders, statistical dashboards, along with preconfigured and custom ad-hoc reporting means complete visibility of resources. You will always have the intelligence to make informed decisions

Flexible

The included case types include Section 75 dispute, chargeback dispute, and chargeback fraud but these can be further extended through our configuration services.

Expandable

Can be deployed alongside integrated modules such as our [Complaint Management](#) solution, for handling other consumer issues, as well as our [Data Privacy](#) for handling consumer requests for personal information, security incidents, and data breaches.

Find out more

Find out how Civica Information Governance can integrate into your systems and help your teams do more.

Visit us [online](#) or email us at casemanagement@civica.co.uk

Learn more:

civica.com/section75

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