

NEVER
LOSE TRACK
OF A CLAIM
AGAIN



QUAVO®

DRE™

DISPUTE RESOLUTION EXPERTS

ADD-ON SERVICE FOR QFD™ CUSTOMERS

The disputes process is complicated, overwhelming, and always changing. Quavo's Dispute Resolution Experts™ (DRE) handles the entire process for you, from the moment an account holder disputes a transaction until the moment that matters most: Resolution.

This complete back-office solution was designed for banks and credit unions that want to maintain control over the account holder experience while outsourcing the back-office investigation.

**REST EASY KNOWING YOUR
ACCOUNT HOLDER DISPUTES
ARE IN EXPERT HANDS**

DRE is a comprehensive end-to-end product and service pairing that leverages automation with our industry-leading Quavo Fraud & Disputes (QFD®) software to provide clients with full visibility to any and every disputed transaction.



**Gain full access to fraud
and disputes Experts**



**Improve the account
holder experience**



**Decrease back office
outsourcing costs**



**Ensure on-going
regulatory compliance**

QUAVO®

WHY CHOOSE DISPUTE RESOLUTION EXPERTS™?



EXPERTISE YOU CAN BANK ON

Benefit from our combined 80 years of fraud and disputes experience. If you are struggling to develop the right in-house talent, let our Experts support you!

ENHANCED TRUST & LOYALTY

Employing our Experts allows you to maintain your account holder touch, while earning trust and improving their overall experience with better dispute resolution efficiency.



ASSURED COMPLIANCE

Rest assured our Experts will keep you current with industry regulation throughout on-going changes in card association rules and fraud trends, without overwhelming internal resources.



Quavo's Dispute Resolution Experts™ (DRE) can be used as much or as little as you need. Our Experts absorb the challenging and complicated work that is taxing your team so you can focus on revenue-generating tasks. Pairing DRE with our QFD® software enables both your team and our team to work together supporting your goals and initiatives as if everyone worked in the same office.

FOR MORE INFORMATION

Email our Experts at experts@quavo.com or visit our website at quavo.com

