

Regulation E Analyzer

Overview

The rules set by Visa/Mastercard and Reg E were created for the cardholders protection, not the Issuer. Even though issuing institutions have a solid foundation of the chargeback rules will not prevent the institution from accepting a loss. What it allows is for cardholders additional remedies when the initial dispute is unable to be resolved with the merchant. This may lead to increasing customer experiences that correlate directly to additional card usage and revenue for the institution.

VISA and Reg E differ in the stated documentation requirements that make-up a valid dispute claim. Reg E 1005.11(b) provides the information that a cardholder must provide to the institution to trigger the institution's obligation to investigate the claim.

Objective

Reg E has requirements that must be followed. But there are conflicting rules on accepting claims and processing them. Gain the advantage by use an AI assistant that automatically evaluates:

- when the Reg E rules apply
- when a vendor has to handle Reg E, not the bank
- the four investigation time periods
- interim steps required during an investigation
- determining how much to pay a consumer
- when notices must be provided
- when notices must be provided

AI Assisted

Cardholder Documentation

Manage cardholder disputes internally. Enhance customer experiences by offering dispute creation tool that creates all the supporting documentation.

Merchant Assisted Investigation

Conclude investigations faster by sending obtaining additional information from the merchant. Internal participation allows Issuers to refund on behalf of consumer.

Liability Time Periods

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Chargeback Rule Comparison

There are time limits for an issuer or acquirer to complete certain steps of the dispute process. However, there is no mandate for when an investigation must be completed.