

## RiskControl

# Disputes (Beta)

## Provide superior transparency and control for your cardholder disputes

### Overview

Disputes can often be a point of friction between cardholders, merchants, issuers, and card networks. There are many parties involved and working through a dispute can lead to a complex situation. Access to real-time data and visibility into the status of a dispute are essential in creating an efficient and positive experience for those involved.

### Solution

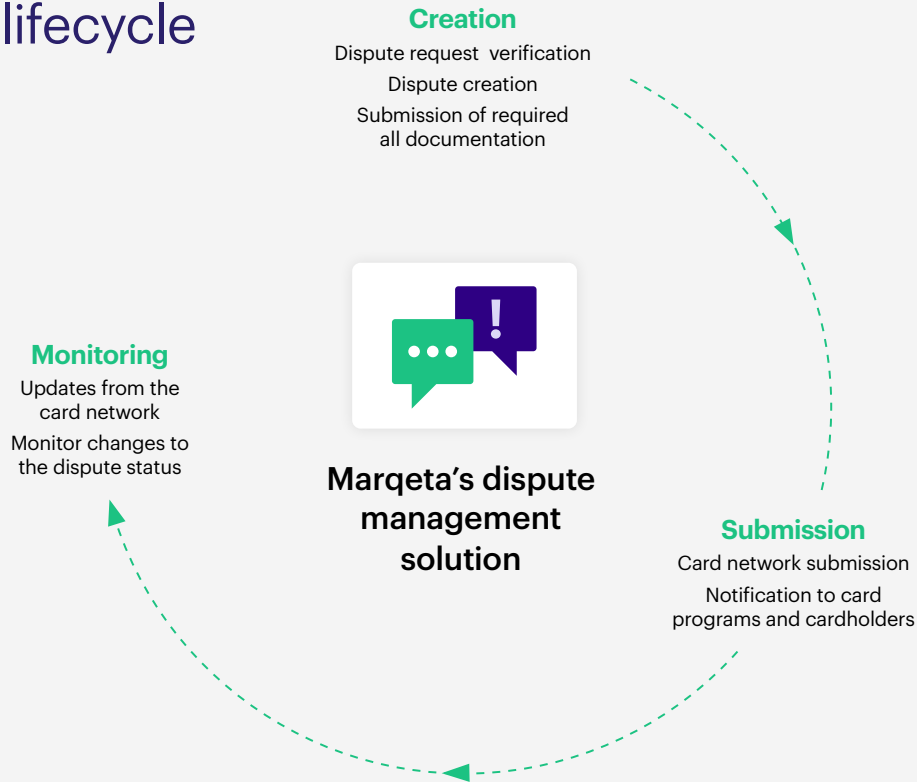
Marqeta's enhanced dispute management solution is built to provide a better experience for card programs and cardholders alike. Through either a direct API integration into a card program's own environment, or through the Marqeta Dashboard, disputes can be created, submitted, monitored, and managed with greater efficiency and scale. A self-service approach enables card programs to manage their cardholder disputes with greater ease and control from start to finish. Additionally, for programs looking to offload their disputes burden, Marqeta can provide a full management of the disputes process.



#### Insights when you need them

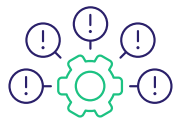
Direct integrations to the card networks provides in-depth transparency to provide status and updates in real-time, helping to ensure that card programs stay on top of all active disputes and get real-time insights as needed.

# Dispute lifecycle



## Faster dispute resolution time

Improve the time it takes from submission to completion with access to actionable data, updates, and status in real-time.



## More transparency into disputes

View all updates and status directly from the card network for each dispute.



## Improved cardholder experience

Remove friction from disputes and chargebacks for cardholders to provide an improved all around experience.



## Reduced resource requirements

Self-service tasks allow card program administrators to swiftly handle disputes and avoid excessive disputes costs.

## Are you interested in leveraging Marqeta Disputes?

If you are a current customer, please reach out to your Customer Success Manager.

If you would like to build a custom card program with Marqeta, please contact us [here](#).