

THE LABOR COST OF RISK MANAGEMENT IN-HOUSE VS MIDIGATOR

Chargeback Management *(minutes/chargeback)*

Receive chargeback, look up in CRM, and action it	5
Create representment package	29
Send package (various methods)	1

Total Minutes: 35

Chargeback Reporting *(minutes/MID/day)*

Portal login, reference documentation	4
Input data into internal reporting system	1

Total Minutes: 5

Alert Handling *(minutes/alert)*

Receive alert, look up in CRM, and action it	5
Login to Ethoca / Verifi portal and select response	4
Input data into internal reporting system	1

Total Minutes: 10

Assumptions of Card-Not-Present Merchant

Number of MIDs	20
Chargebacks/MID/Month	30
Alerts/MID/Month	10
Chargebacks/MID/Month	600
Alerts/Month	200

Total Midigator Fees: \$4,800

Monthly Staff Requirements and Costs

Chargeback Management <i>(minutes/month)</i>	21,000
Chargeback Reporting <i>(minutes/month)</i>	3,000
Alert Handling <i>(minutes/month)</i>	2,000

Total Minutes/Month: 26,000

Total minutes/month

Total staff days/month <i>(8 hours a day)</i>	54.2
Monthly staff cost at \$20/hour <i>(\$160/day)</i>	\$8,672
Month staff cost at \$11.07/hour <i>(\$88.56/day)</i>	\$4,800

↓ **45% LESS**
FEES VS. LABOR

LABOR ONLY BREAK-EVEN POINT IS \$11.07/HOUR.
HOW MUCH ARE YOU PAYING YOUR STAFF?

Notes:

- Time estimates per Midigator management
- Midigator's reporting is much more in-depth and interactive; Midigator has more complete packages and higher win rate
- Alerts have a 24-hour expiration; alert fees to merchant exist before and after Midigator involvement but Midigator eliminates alert-related labor costs

