

Fraud Dispute Handling Procedure

Effective Date: Jan 1, 2025 Department: Customer Support / Fraud Department

Overview: - This document details how to handle customer reports of unauthorized transactions or suspected fraud on their accounts. Procedure: 1. Intake & Verification - Collect dispute details (date/time, transaction type, amount). - Confirm the caller's identity using security questions. 2. Account Freeze & Investigation - If fraud is ongoing, temporarily freeze the account to block further unauthorized activity. - Create a fraud case in the CRM system and assign a unique reference number. 3. Evidence Collection - Instruct the customer to provide any supporting documentation (receipts, emails, etc.). - Gather internal transaction logs for further review. 4. Fraud Analysis - Collaborate with the Fraud Department to evaluate patterns (IP addresses, merchant codes). - Determine if the dispute is legitimate or if additional info is needed. 5. Provisional Credit & Resolution - If the fraud claim is validated, issue a provisional credit within the regulated timeframe. - Notify the customer of the final resolution and provide any necessary next steps (e.g., new debit card issuance). Additional Notes: - Always follow Reg E or relevant local regulations regarding timelines for provisional credits. - Record all customer interactions in the fraud investigation log.