

Outsourcing the Chargeback Process

Credit Union-At-A-Glance

University of Illinois Employees Credit Union

Assets \$ 140,263,592

Members 32,639

Implemented in 2001

*Recovered more than \$58,000 since implementation

Resources-At-A-Glance

CRS

Cardholder Recovery Services is committed to resolving your cardholder disputes from start to finish! Our goal is to save your institution the time and money it takes to train staff, research disputes, and manage the chargeback process.

Challenge

With an increasing volume of card fraud, University of Illinois Employees Credit Union staff members constantly found themselves without the correct support and knowledge when processing fraud chargebacks for their members. Staff often found themselves abandoning their primary job tasks to fulfill the demand of the chargeback process, something they were not trained nor educated on handling. University of Illinois ECU struggled with processing chargebacks on their own and often found themselves without current VISA regulation information, which cost time and money.

Solution

With over 50 disputes per month, University of Illinois ECU needed a fast and inexpensive solution. By partnering with Cardholder Recovery Services (CRS), their credit union was able to refocus staff, time, and resources toward income-generating endeavors. CRS allowed their staff to streamline these processes and focus on what was best for their members.

Nina Tharp, Card Services Coordinator for University of Illinois ECU, chose to outsource this process because "the credit union was faced with attempting to handle the chargebacks all on their own, with little knowledge. We saw an immediate value in the CRS program as it serves as a single-point-of-contact for account reconciliation, disputed transactions, and fraud documentation."

Results

After their switch to the CRS program, University of Illinois ECU not only saved time and money, they added the convenience of managing dispute resolutions and providing answers to cardholder questions in a more timely manner. Since the installation of the program, they have committed to a more efficient way to handle disputes and fraud services allowing for a better member experience. "By implementing this program, it has saved our institution the time and money it takes to train staff, research disputes, and manage the chargeback process," stated Ms. Tharp. Since CRS handles the disputed case from beginning to end without the need of constant intervention from the credit union, University of Illinois ECU has been able to focus on other issues related to fraud claims and build a better educational awareness for their membership.

Keys to Making it Work

For University of Illinois ECU, switching to CRS was the long-term solution they were looking for in order to better serve their members. They are now able to focus on devoting more time and energy to their members through revenue-producing responsibilities and less time staying current with regulatory information.

Lessons Learned

By utilizing CRS, University of Illinois ECU has completely eliminated dispute losses and has seen a decline in their fraud losses. CRS has helped streamline many of their processes when it comes to protecting their members and recovering fraudulent charges.