

# IMPROVED POLICIES, FEWER CHARGEBACKS



We are pleased to announce that American Express has enhanced their policies. Soon you'll see new policies to help you manage your disputes and reduce Chargebacks.



## REDUCING CHARGEBACKS

### LOW DOLLAR CHARGEBACK REDUCTION

*Effective March 2016*

These Chargebacks can be costly. We're reducing the number of non-EMV low dollar Chargebacks merchants see.

### MISSING SIGNATURE CHARGEBACK ELIMINATION

*Effective April 2016*

You'll no longer receive fraud Chargebacks for a missing signature. However, getting a signature is still required, as part of the Card Acceptance Agreement.

### EMV CHARGEBACK LIMITATION

*Effective August 2016 until April 2018*

You'll no longer be liable for counterfeit or lost/stolen fraud Chargebacks if the transaction is under \$25. In addition, we will limit the number of counterfeit fraud Chargebacks to a total of 10 per card account.



## IMPROVING YOUR DISPUTE EXPERIENCE

### UNAUTHORIZED DISPUTE RECLASSIFICATION

*Effective July 2016*

Getting an Unauthorized dispute doesn't give you a clear understanding of why the Card Member is disputing a charge. These disputes will be reclassified to a more descriptive category, such as duplicate billing, damaged item, item not received and more.



## STREAMLINING PROCESS

### CHARGEBACK TIMEFRAME REDUCTION

*Effective October 2016*

To streamline the process and reduce Chargebacks, the window to receive a dispute will be limited to 120 days from the date of the Transaction. Except for:

- Goods/services not received
- Goods/services returned/cancelled
- Redisputes. In these instances the timeframe can be extended

### REDISPUTE LIMITATION

*Effective October 2016*

We are limiting the number of times a dispute can be raised on the same transaction to a maximum of 2, in most cases — so you don't have to reply to a dispute on the same transaction multiple times.