# Over 80% Reduction in Chargeback Case Aging for Issuing Bank, Client of A Leading Chargeback Management Company

<table>
<thead>
<tr>
<th>Customer</th>
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<tbody>
<tr>
<td>Issuing Bank, Client of A Leading U.S. Chargeback Management Company</td>
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## Business Situation

1. Backlog of chargeback cases to be cleared
2. Running at 31 days average aging with an inventory of 9,000, against a normal aging of 18 days and inventory of 3,000 cases
3. Higher aging of cases meant extended turn around time

## Solutioning

1. Processing team split in two groups
2. 2 pronged approach to attack backlog of both “within Turn Time” and “outside Turn Time” cases

## Execution

1. Cross training to manage volume fluctuations
2. Robust quality control and feedback mechanism to reduce errors

## Value Delivered

**Case aging reduced dramatically within a month**
1. 31 days to less than 5 days
2. Cleared all backlog in 60 days

**Long-term process improvements**
1. Enhanced service levels could be extended to their other customers

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**Great, thank you so much! Truly appreciate the help and support you guys have been providing us! Makes us all a better team** - Director, Merchant Services, at a leading Payment Services company