

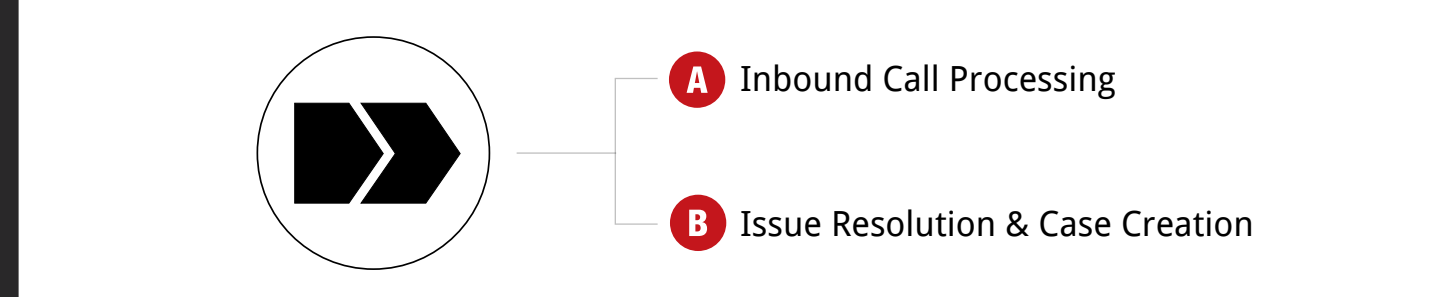
Credit Card Fraud Resolution

The OpsDog Financial Services Hierarchy

- Banking
 - Insurance
 - Broker Dealer
 - Investment/Asset Management
 - Consumer Finance
- Retail Branch Operations
- Commercial Lending
- Consumer Lending
- Mortgage Banking
- Electronic Banking
- Wealth Management
- Merchant & Lockbox Operations
- Courier Services
- Back Office Operations
 - Credit Card Fraud Resolution
- Treasury Management

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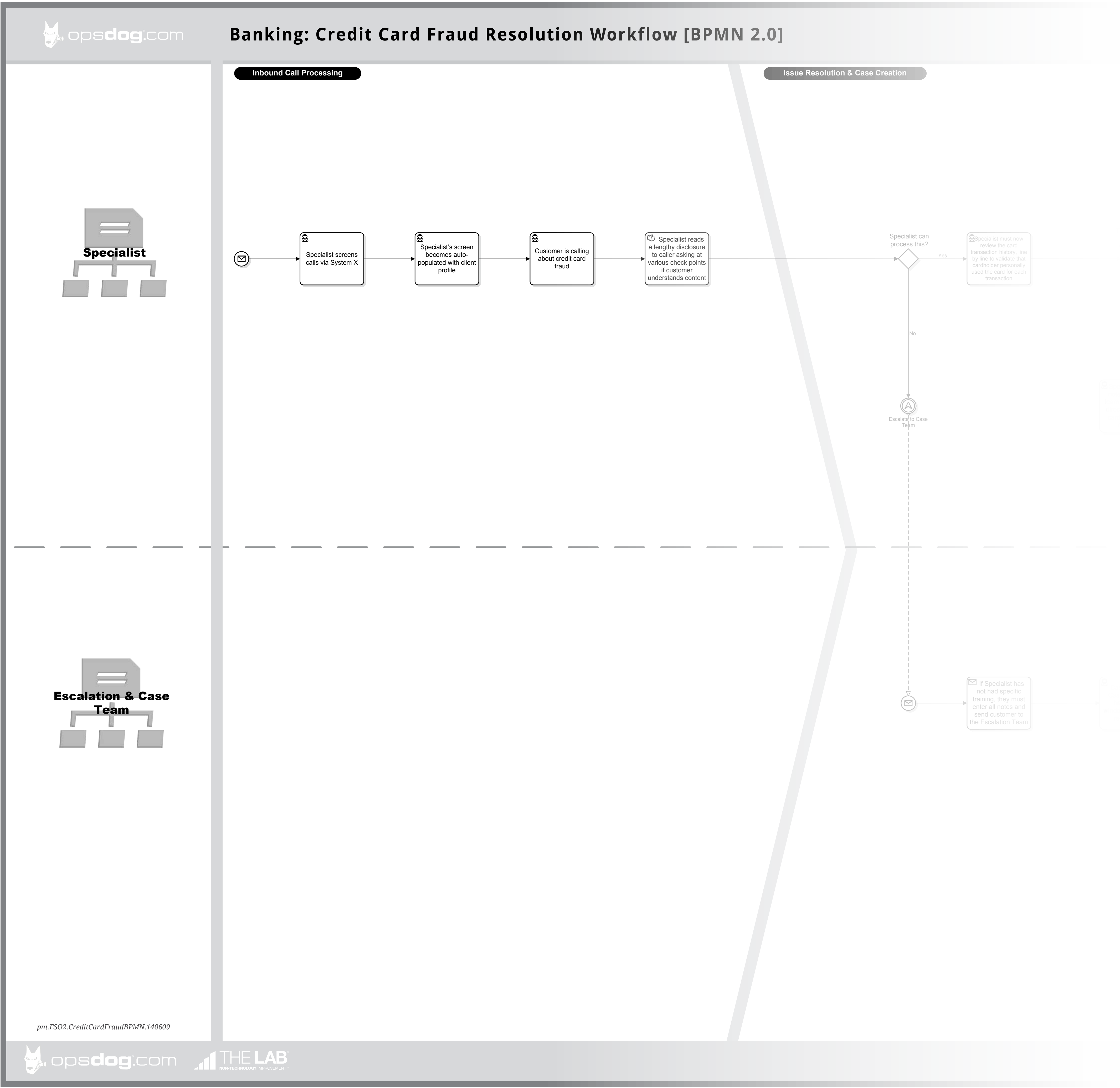
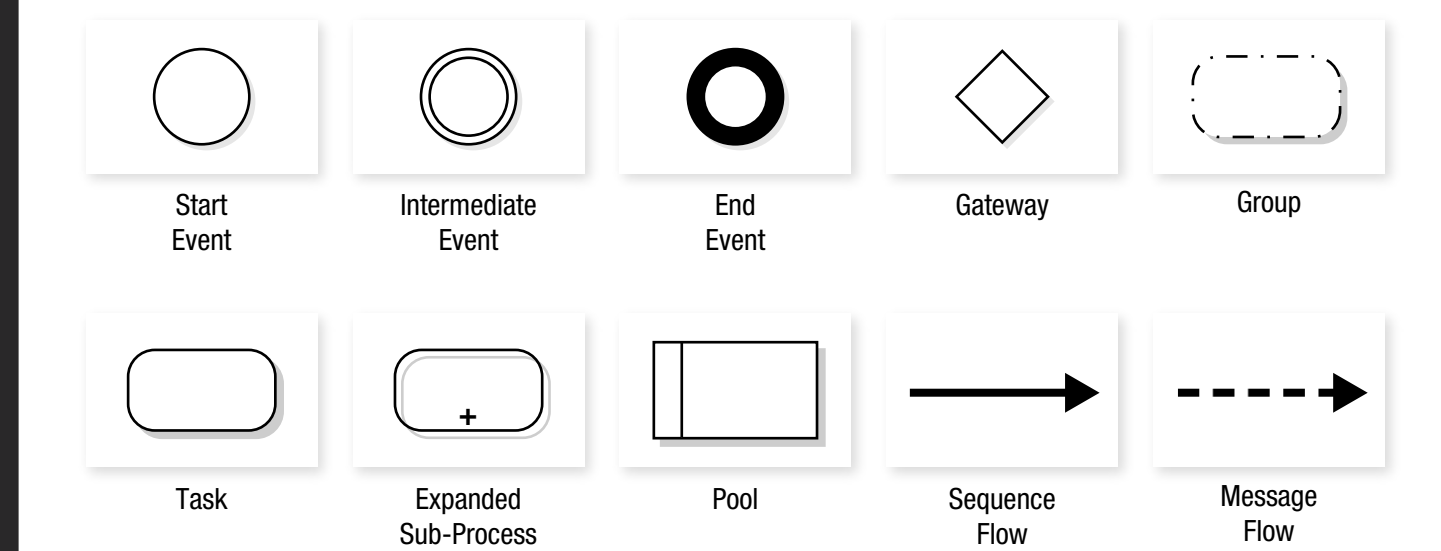
Credit Card Fraud Resolution: Workflow



Workflow Description

The process for resolving a case of credit card fraud requires two functional groups: a Specialist and an Escalation & Case Team. The Specialist acts as a CSR and interacts with the customer. The Specialist can review transaction history with the customer, flag transactions for dispute or cancel/re-open a credit card. Cases that the Specialist cannot resolve are forwarded to the Escalation & Case Team, which then audits the Specialist's notes and takes the appropriate action.

Legend



Login to **OpsDog** to purchase the full workflow template (available in PDF, Visio, PPT)

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