



Dispute Resolution

Automated Dispute Handling & Resolution expedited switch dispute handling

Key Features:

- ✓ Automated & Centralized Platform
- ✓ Interactive Dashboard for Monitoring
- ✓ Escalation Matrix
- ✓ Middleware Card File Uploading
- ✓ Middleware Transaction File Uploading
- ✓ Tracking & Follow-up on Complaints
- ✓ Holiday / Calendar Management
- ✓ Aging Mechanism & Priority Handling
- ✓ Automated Email / SMS Notifications
- ✓ Comprehensive MIS
- ✓ Interface for CSR
- ✓ Interfacing capabilities to access Real-time Transaction Postings in the Core Banking System
- ✓ Evidence & Document Attachment
- ✓ Proactive Refunds for Unprocessed Transactions
- ✓ Auto-Settlement of Customer Accounts on Claim Closure

pibas' dispute resolution system
expedites switch dispute handling

Specialized Modules:

ATM Transactions:

- ATM Withdrawal (Proprietary & Third Party)
- Third Party Fund Transfer
- IBFT
- Bill Payment

Internet Banking Transactions:

- IBFT
- Third Party Fund Transfer
- Bill Payment

POS Transactions:

- Via Debit Cards
- Via Credit Cards
- Via International ATMs

Branchless Channel

Rewards Points Claims