

The 2026 State of Dispute Management

Performance Report

Benchmarking the KPIs that prove it pays
to make dispute resolution right



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Introduction

Managing fraud and disputes has never been more complex or more consequential. As fraud grows more sophisticated, payment technologies evolve, and customers demand faster resolutions, financial institutions face a challenge that cuts to the heart of their brand: the cost of making it right has always been high. But for many organizations, it's costing them even more than they know.

Since 2015, Quavo has partnered with more than 50 financial institutions and technology companies, supporting over 600 card brands. That experience has revealed a painful truth: most organizations are leaving themselves open to risk, leaving customers waiting on resolutions, and leaving dollars on the

table. The culprit isn't intent. It's the absence of the right data and a clear framework for measuring what actually matters.

That's why we partnered with Auriemma Roundtables to produce this report. Inside, you'll find the KPIs that separate high-performing dispute programs from the rest—the metrics that drive compliance, strengthen customer loyalty, and turn fraud and dispute management from a source of inefficiency into a genuine strategic advantage. When you have the right experience, the right tools, and the right insights on your side, you'll find that it pays to make it right.

What's in this Report

Our research analyzed the 2025 performance of 36 Quavo clients, representing a diverse mix of banks, credit unions, fintechs, and payment processors. Throughout the report, you'll find performance metrics segmented by issuer type and a benchmark label we call "Quavo Best-in-Class," which highlights the highest outcomes achieved across our client base. Together, these comparisons give you a clear picture of both the typical results clients can expect with QFD® and what best-in-class performance looks like in practice.

For additional context, we've benchmarked Quavo client results against an industry average derived from data on nearly 40 elite financial institutions. This data, **shown in red** and labeled "Industry," is sourced from Auriemma Roundtables, a leading provider of business intelligence for financial services.

We also examined the performance of clients who pair our QFD platform with our Dispute Resolution Experts™ (DRE) services—a combination that demonstrates how deep expertise in regulatory compliance and recovery, working alongside market-leading technology, meaningfully improves outcomes.

The goal: define the core metrics that most accurately reflect performance across four key dimensions of dispute management: customer satisfaction, operational efficiency, financial performance, and recovery. When organizations measure the right metrics, they gain actionable insights to improve customer experience, benchmark against industry leaders, and drive better compliance and outcomes.

Key Findings

Fraud and dispute management has long been treated as a cost center: a function to manage, contain, and minimize. The data tells a different story. With the right balance of experience, compliance, and technology, dispute management stops being a drag on the business and becomes a driver of measurable value.

Speed is a customer experience strategy.

The industry average for issuing a first credit is 10 days. Quavo's top-performing clients do it the same day a dispute is submitted. Total resolution timelines follow the same pattern: the average institution takes nearly 40 days to close a claim, while Quavo's most agile clients get there in 12.

Automation is the great equalizer.

QFD's process automation eliminates over 90% of manual work, freeing teams to focus on the cases that truly require human judgment. Some clients see up to a 96% increase in disputes handled per full-time employee each month.

Losses are not inevitable.

The average institution takes a loss on 56% of disputes. Quavo clients take a loss on just 34%—a 22% improvement that reflects what thorough, well-structured investigations accomplish when backed by intelligent technology and experienced dispute professionals.

Recovery is where the real opportunity lives.

The industry average recapture rate is 74%. Top Quavo clients achieve over 90%—a result that rewards getting it right, not just getting it done.



96% User
Productivity Increase



22% Reduced Losses
on Dispute Volume



Resolve Claims
3x faster



Recapture +20% More
Disputed Dollars

Dispute Management as a Driver for Customer Satisfaction

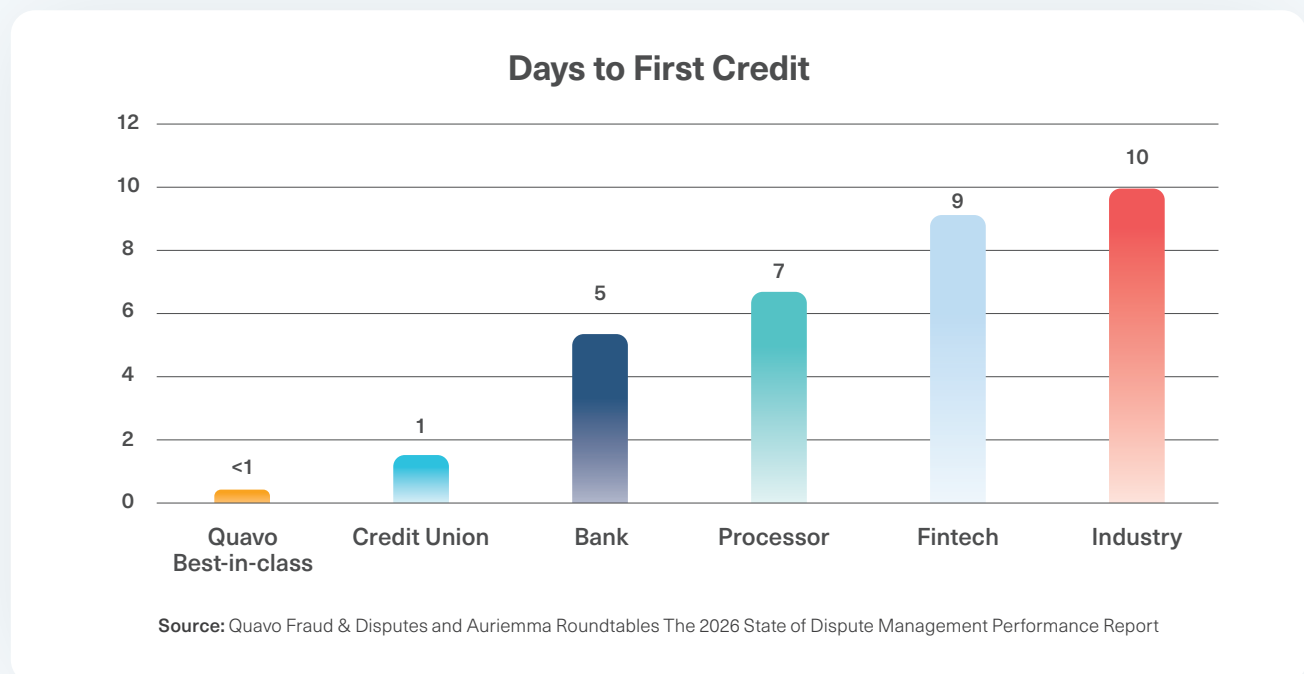
Fraud and dispute resolution represent some of the highest-stakes moments in the customer relationship. These aren't routine transactions. They are tests of trust, and customers are paying close attention to whether their institution passes.

The numbers reinforce this reality. [A recent Quavo survey of 1,000 cardholders found that 70% said their confidence in other financial products and services was shaped by their fraud resolution experience.](#) When a customer files a dispute, they're not just asking for their money back. They're watching to see whether their institution has truly earned top-of-wallet status.

Measuring Days to First Credit

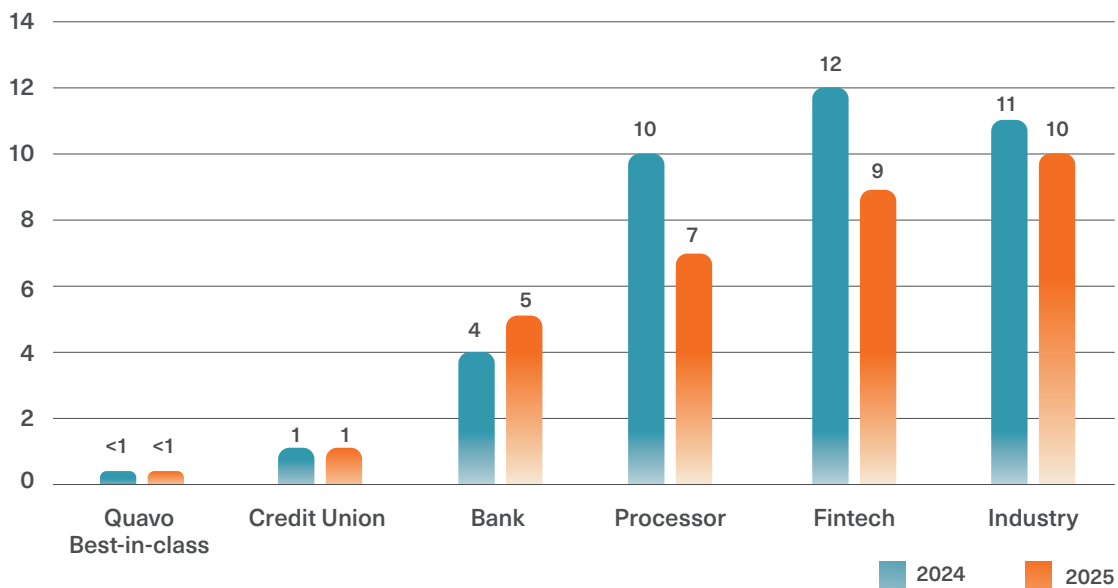
Days to First Credit measures how quickly an institution makes a customer financially whole. It's one of the clearest signals of whether an organization has the customer experience working for them. For credit card disputes in particular, an unresolved charge can inflate a balance or reduce available credit, compounding the impact of the original incident.

Getting credit out the door quickly isn't a risk. It's a strategy. Institutions that issue provisional credit early demonstrate confidence in their process and reinforce customer trust at exactly the moment it matters most. The data backs this up: organizations successfully recover funds long after provisional credit has been extended, meaning speed and recovery aren't in conflict.



Credit unions using QFD lead the field, issuing credit in just one calendar day on average. For credit unions, automated provisional credit thresholds are typically set above \$500 per disputed transaction, and activate at the moment of intake and deliver day-zero protection for customers. Fintechs operate under different constraints: Regulation Z doesn't require temporary credit to be issued within a short window, which explains their higher average of 9 days to first credit.

Average Days to First Credit 2024 vs. 2025



Source: Quavo Fraud & Disputes and Auriemma Roundtables The 2026 State of Dispute Management Performance Report

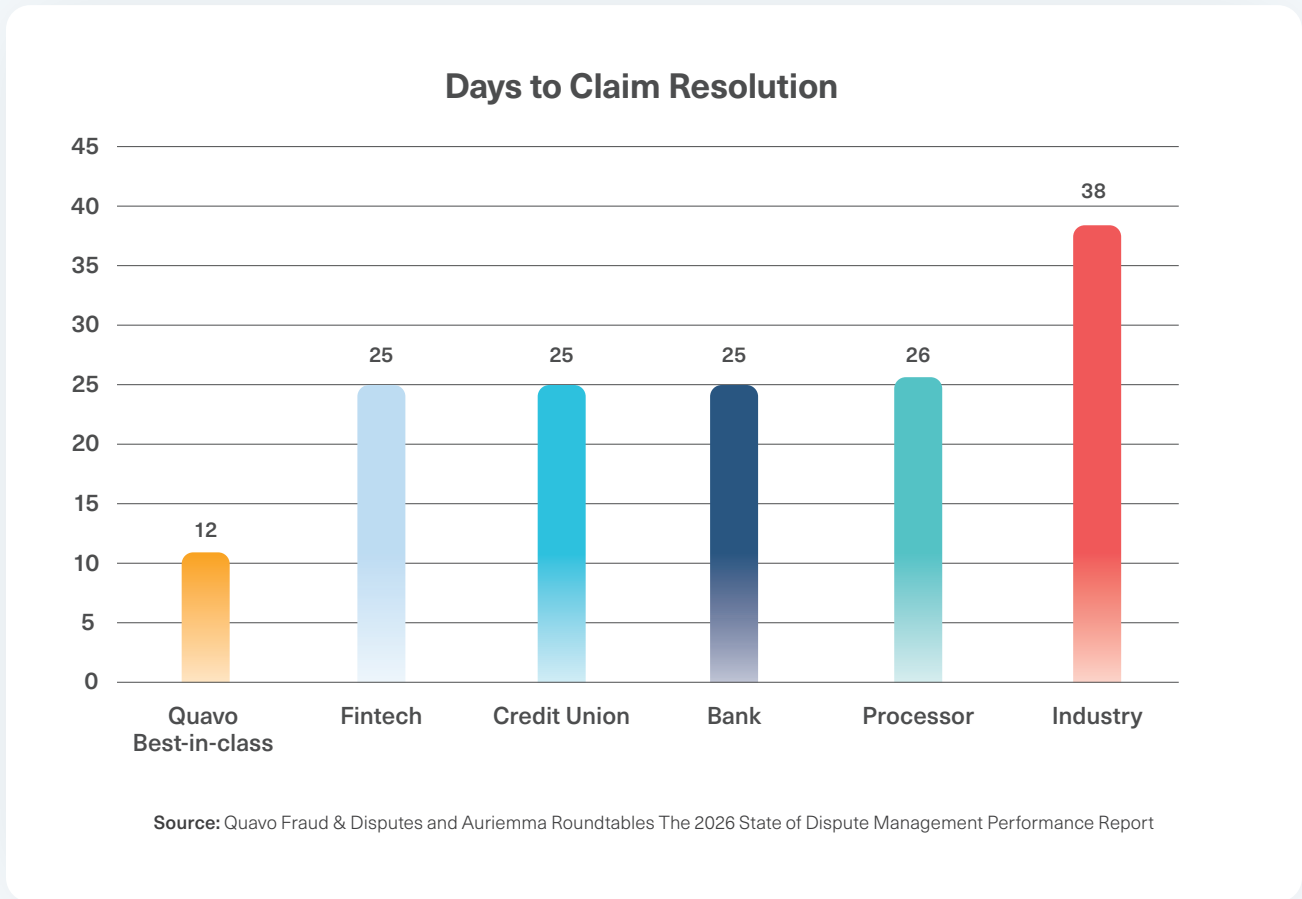
The industry average improved modestly from 11 days to 10, directionally positive, but a signal that dispute resolution speed remains a persistent challenge across the ecosystem.

At less than a day in both years, top-performing institutions demonstrate that near-instant first credit issuance is achievable with the right technology. Banks were the only category to move in the wrong direction—from 4 to 5 days—a notable trend given the regulatory pressure they face around Reg E compliance. Processors and fintechs each improved by three days but continue to lag behind best-in-class performance.

Measuring Days to Resolution

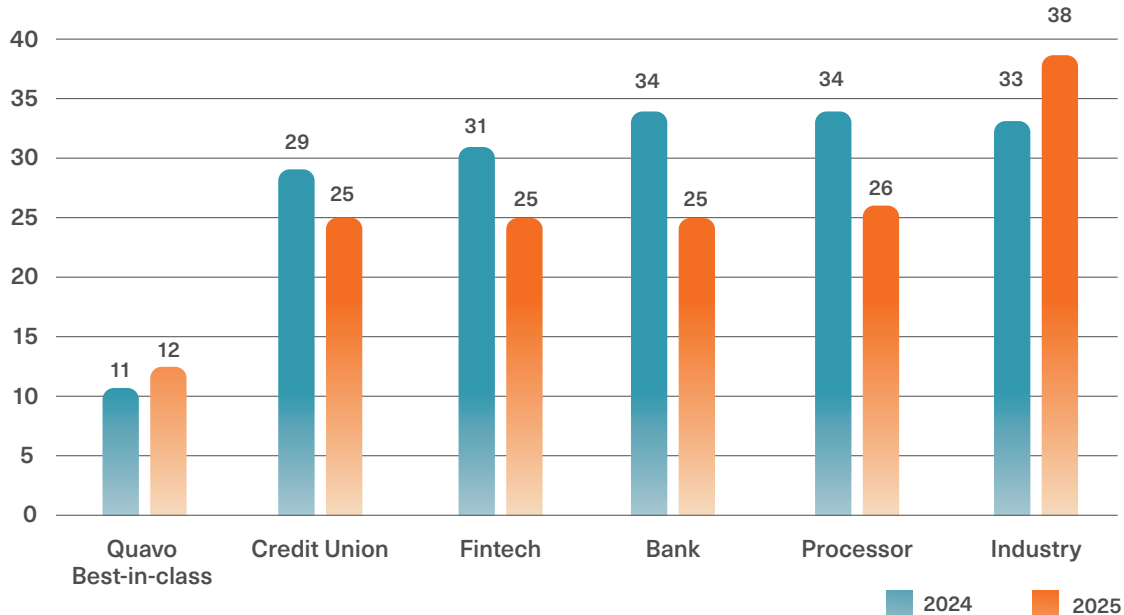
Provisional credit addresses the immediate financial impact. Full resolution is what closes the loop for the customer and the institution.

Most regulatory mandates require card disputes to be resolved within 90 days, and hitting that window is treated by many as a success. But in a world where customers expect instant payments and instant answers, a 45- or 60-day resolution timeline feels increasingly out of step. Fraud can strike in seconds. Customers wonder why resolving it should take months.



The industry average sits at 38 days. Most QFD clients achieve resolution in 25 days, while best-performing institutions close claims in as few as 12. What makes this especially compelling: faster resolution doesn't mean higher losses. These institutions aren't cutting corners. They're making well-informed, timely denial decisions and channeling resources into recovery activities that generate real returns. Speed and accuracy aren't a trade-off. Both are well within reach when you have the right experience, the right technology, and compliance working for you.

Days to Claim Resolution 2024 vs. 2025



Source: Quavo Fraud & Disputes and Auriemma Roundtables The 2026 State of Dispute Management Performance Report

At 11 days in 2024 and 12 in 2025, Quavo's best-performing clients are still roughly 3x faster than the next best performer. Credit Unions, Fintechs, and Banks all improved meaningfully, with each converging at 25 days in 2025. Three very different institution types landing on the same resolution time hints at a possible regulatory or network-driven floor forming around the 25-day mark.

The overall industry average worsened despite individual improvements. Volume growth—particularly in higher-complexity scam-related claims—is outpacing efficiency gains across the ecosystem, underscoring why technology investment can't stop.

Key Insights

- Same-day credit is achievable. Top-performing institutions issue provisional credit in under a day. The industry average is 10.
- Resolution time is converging. Banks, credit unions, and fintechs all landed at 25 days in 2025, hinting at an emerging industry floor.
- Faster doesn't mean riskier. Speed and recovery aren't in conflict—provisional credit is issued early while the investigation continues.
- The gap is still 3x. Institutions with the right technology close claims three times faster than the industry norm.

Fairly Evaluating Operational Efficiency

Efficiency in dispute operations isn't just an internal metric. It's a direct driver of customer trust, employee satisfaction, and long-term loyalty.

Yet many organizations find themselves in a familiar bind: leaders recognize that current processes are falling short, but as long as the pain stays manageable, the case for transformation never quite reaches the top of the priority list. The result is a slow accumulation of inefficiencies that quietly erode the experience for accountholders, frontline staff, and managers alike.

The root of the problem is structural. Dispute operations have existed for decades, shaped by regulatory requirements that predate much of today's technology. Legacy platforms were built around duplicative work: printing the same letter twice, entering the same data across multiple systems, managing processes that technology should have replaced years ago.

This is a solvable problem. Automating manual processes doesn't simply reduce effort; it fundamentally changes what's possible. End-to-end automation, built on robust integrations and the right technology infrastructure, is how organizations shift from managing compliance as a constant burden to getting it working actively in their favor. When the system handles the routine, teams are free to focus on the work that actually requires human judgment.

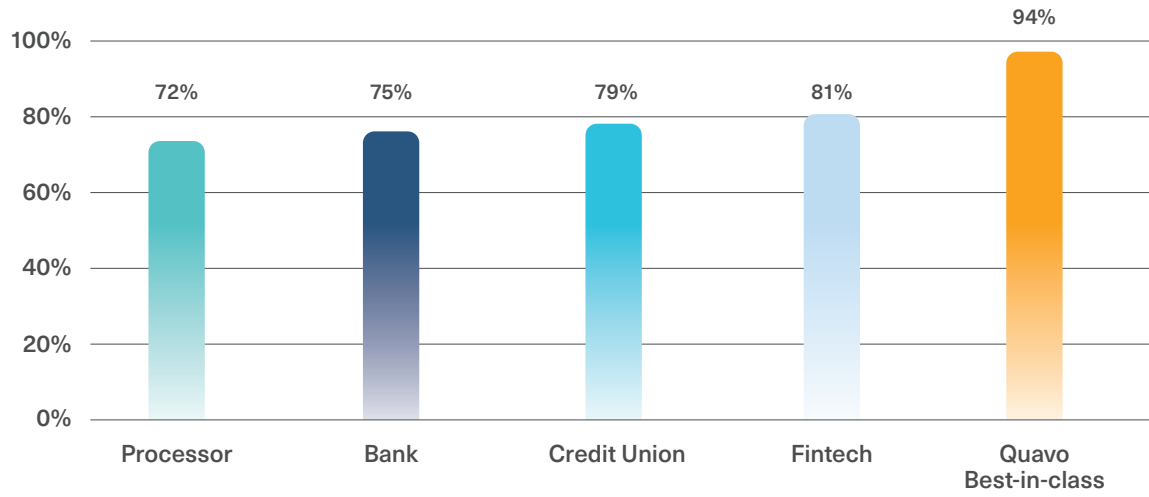
Measuring Automation Efficiency

Automation Rate measures the percentage of tasks within a dispute lifecycle that are completed without human intervention. Rather than focusing solely on outcomes, like resolution time and win rates, this metric evaluates the effort required to achieve those outcomes.

In dispute operations, each case can involve dozens of discrete tasks: data collection, eligibility checks, evidence compilation, case routing, communications, and compliance validation. The extent to which these steps are automated determines how efficiently an organization can operate at scale.

For organizations evaluating current systems, automation efficiency serves as a diagnostic benchmark, highlighting where manual effort is concentrated and where automation delivers the greatest impact. For those assessing new solutions, this metric provides a more meaningful basis for comparison than feature lists. Many platforms claim to offer "automation," but the depth of that automation varies significantly.

Automation Rate



Source: Quavo Fraud & Disputes and Auriemma Roundtables The 2026 State of Dispute Management Performance Report

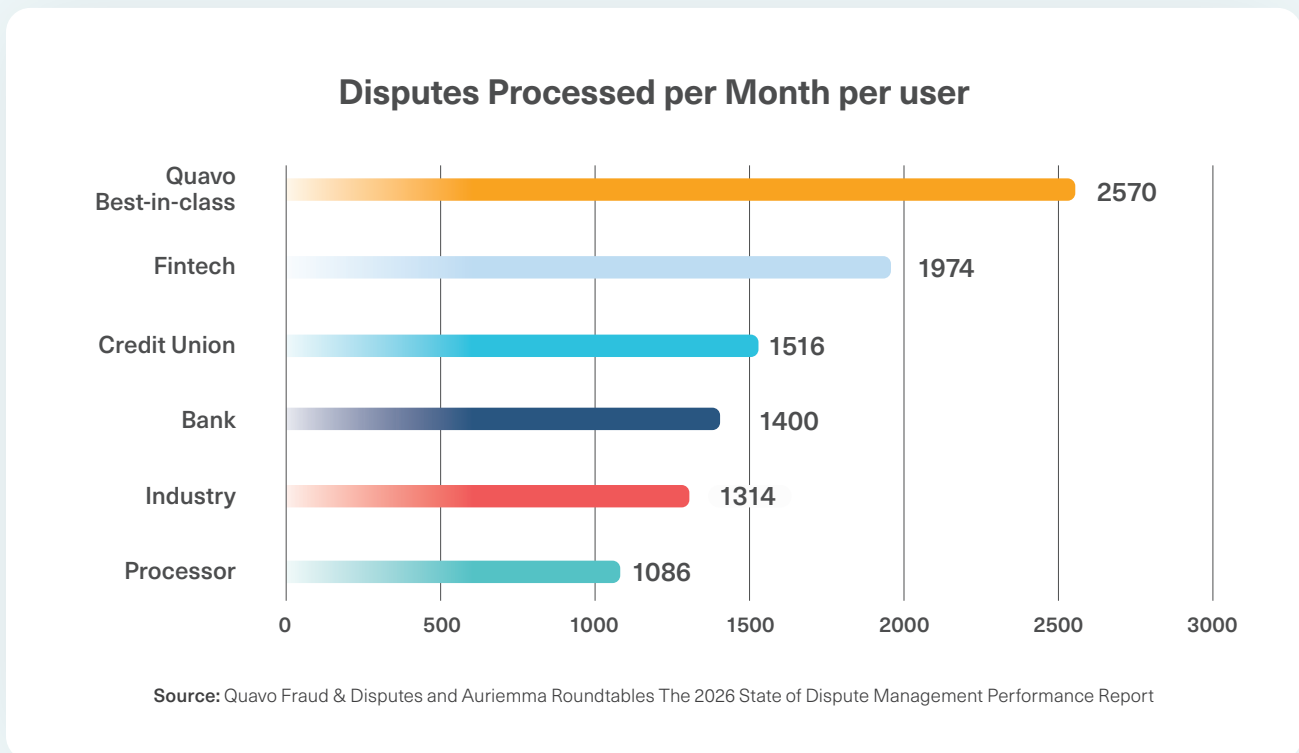
Top-performing Quavo clients automate up to 94% of required tasks, meaning their teams focus exclusively on the 6% of work that genuinely benefits from human oversight. That reallocation enables more diligent investigations, more attentive customer care, and stronger compliance outcomes across the board.

Payment processors currently see the lowest automation rates among Quavo clients—around 72%—largely due to middleware or exclusivity contracts that can limit automation potential. Even so, moving from fully manual operations to 70%+ automated is a substantial transformation, one that meaningfully improves the customer experience and restores employee engagement. Giving your team the tools to do their best work is where that journey begins.

Measuring User Productivity

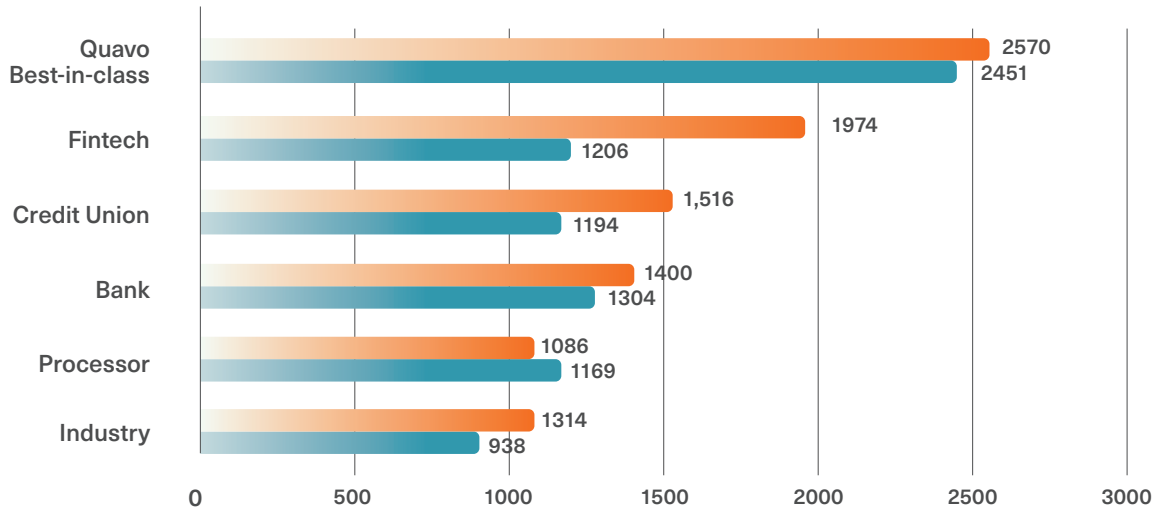
Behind every dispute is a person doing the work. When that work is buried in inefficient processes and systems that create more friction than they resolve, the consequences extend beyond the back office. Investigator burnout and turnover follow, and as team stability erodes, so does the quality and consistency of the customer experience.

Productivity isn't simply an operational measure. It's a signal of organizational health, and ultimately, a reflection of how prepared and reliable your institution appears to the people who depend on it most.



Fintechs using QFD lead all institution types in investigator productivity—processing over 1,900 disputes per full-time employee per month, far exceeding the industry average of 1,300+. This is what getting experience on your side looks like in practice: advanced automation handles the repetitive, low-value tasks that once consumed investigator capacity, while robust user management tools give teams the structure to focus on the work that actually moves cases forward. The result is a more engaged workforce, faster resolutions, and a customer experience that reflects an organization genuinely committed to making it right.

Disputes Processed per Month per FTE 2024 vs. 2025



Source: Quavo Fraud & Disputes and Auriemma Roundtables
The 2026 State of Dispute Management Performance Report

■ 2024 ■ 2025

The industry average saw a significant efficiency gain, jumping from 938 to 1,314 disputes per FTE per month—a 40% improvement, suggesting widespread investment in automation and workflow optimization across the industry.

Best-in-Class leads by a wide margin: 2,570 disputes per FTE in 2025, up from 2,451. That’s nearly 2x more efficient than the next closest category—a gap that underscores the compounding advantage of mature automation.

Fintechs made the most dramatic leap: from 1,206 to 1,974 disputes per FTE, a 64% increase, reflecting program maturity and extensive compliance automation that turned reactive teams to proactive experts.

Processors are the exception to the broader positive trend, declining modestly from 1,169 to 1,086. Segments more likely to rely on broad managed services rather than dedicated dispute experts tend to show greater variability in workflows—higher rates of manual touches, process fragmentation, and rework—all of which compound into productivity drag.

Key Insights

- Top clients automate 94% of dispute tasks. Their teams focus only on the work that genuinely requires human judgment.
- Automation is the foundation for employee experience. When investigators aren’t buried in manual tasks, quality and consistency improve across the board.
- The right tools drive a 96% productivity gain. Fintechs saw a 64% year-over-year increase. Best-in-class processes 2x more disputes per FTE than the next closest segment.
- Partial automation yields partial results. Processors, the segment with the lowest automation rates, are the only group to see productivity decline.

Achieving Financial Performance Insights

Fraud and dispute operations carry significant financial weight. Organizations that fail to measure their impact risk making strategic decisions without a complete picture of their exposure.

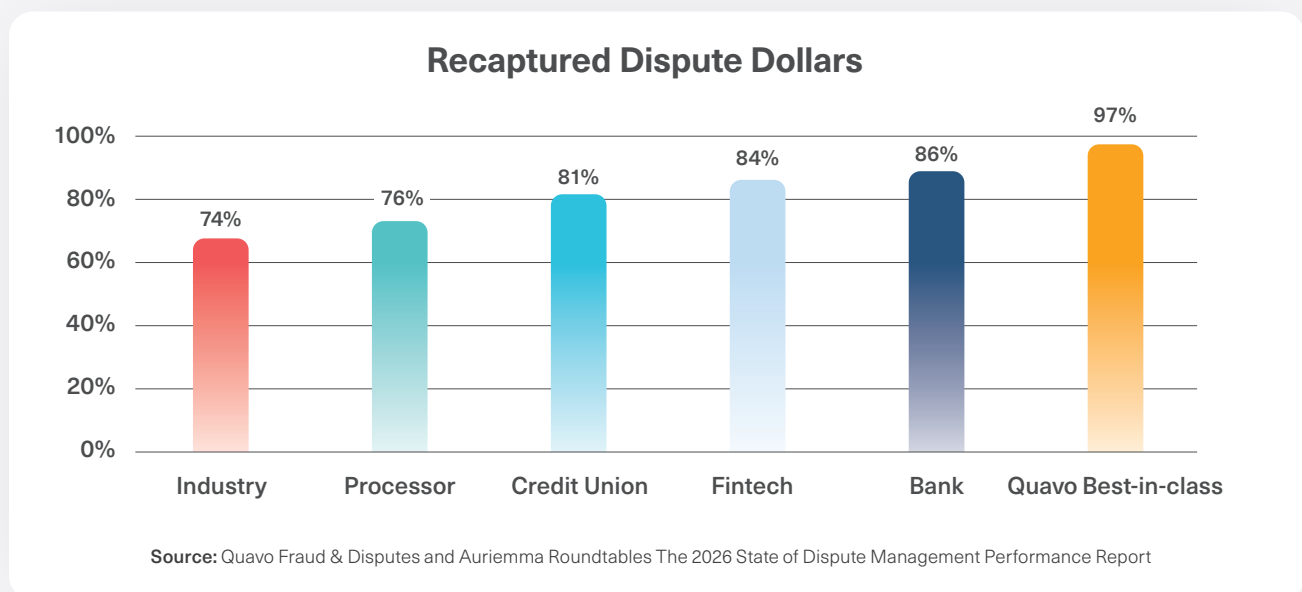
Losses directly reduce net revenue, erode margins, and when left unchecked, quietly compound into material hits to the bottom line. Denial rates, loss percentages, and the volume of disputed dollars retained aren't peripheral metrics. They reveal where an organization is vulnerable, where recoverable revenue is being left on the table, and how effectively the disputes program is performing against its core purpose.

Organizations that treat these as strategic priorities—rather than back-office bookkeeping—gain a clearer view of profitability, a stronger foundation for policy decisions, and a direct line between dispute resolution performance and the bottom line.

Measuring Recaptured Dispute Dollars

Chargeback submission and win rates have long served as the default scorecard for dispute performance. But they measure activity, not outcome, and an organization that optimizes for them alone may find itself winning battles while losing ground on what matters most.

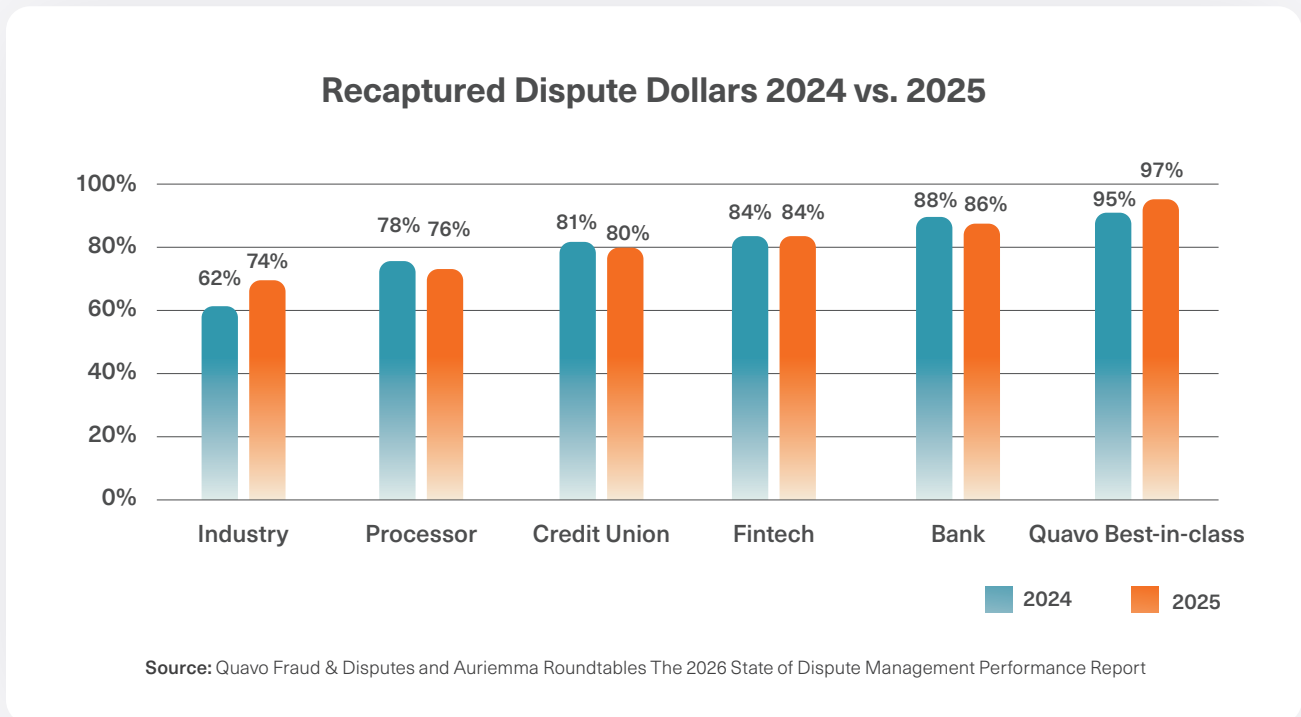
Recaptured Dispute Dollars reframes the conversation entirely. It consolidates the full spectrum of recovery—merchant refunds, denials, and successful chargebacks—into a single measure of retained value. As the inverse of loss, it's not simply a better metric; it's a more complete one, offering the visibility needed to understand where recovery efforts are working and where value is slipping through.



Across institution types, organizations leveraging Quavo's platform recapture disputed dollars at rates that outpace broader industry performance. Credit unions, fintechs, and banks using QFD recapture 81% or more of disputed funds—a reflection of what becomes possible when thorough investigations, fair denials, and deliberate recovery strategies work in concert.

The industry average of 74% establishes a useful baseline. The best-in-class performance reaches 97%—not the result of any single tactic, but of a comprehensive approach that prioritizes accuracy and depth over speed alone. Several top-performing clients consistently operate at or near this threshold, driven by investigative rigor and a willingness to take the time a claim genuinely requires.

That last point carries strategic weight. Top-performing organizations issue provisional credit within a few days, then typically take more than 20 days to resolve the claim. And the performance data suggests that this timeline is a feature, not a limitation. The balance between timely resolution and strong financial recovery isn't found by rushing the process. It's found by investing in it.



The industry average shows the most dramatic shift, climbing 12 points from 62% to 74%, suggesting recapture is gaining traction as a strategic priority. That's encouraging, but better understood as early momentum than meaningful arrival.

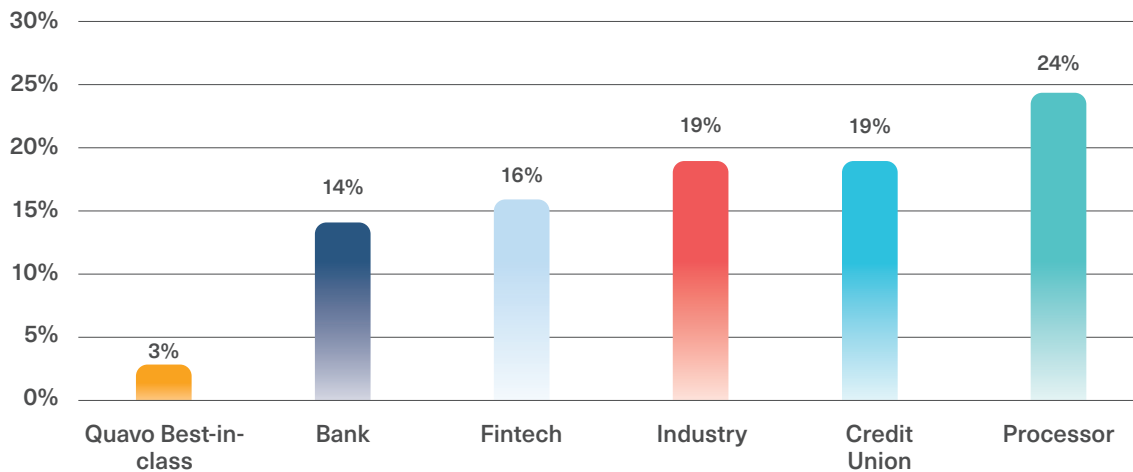
Processors slipped from 78% to 76%, consistent with a loss profile where fraud losses run above 20%. Fintechs held flat at 84%—a stable figure that may signal a ceiling in need of a breakthrough. Banks declined modestly from 88% to 86%. Quavo's top performer moved from 95% to 97%, continuing their upward trajectory in the same environment where others stalled or slipped.

Measuring Financial Losses

The financial stakes of fraud and dispute management have never been higher, and the forces driving that reality are evolving faster than most traditional programs were built to handle. Agentic commerce is introducing an entirely new category of billing disputes. Social media has accelerated first-party fraud into a culturally normalized behavior. And AI has lowered the barrier to sophisticated schemes so dramatically that what once required organized rings can now be orchestrated by a single individual.

The financial exposure created by these shifts isn't simply a line item to be managed, but rather, it's a vulnerability. Organizations that invest in dispute operations aren't just protecting their bottom line; they're building resilience that safeguards customer confidence and keeps pace with threats that show no signs of slowing down.

Combined Losses by Dollar Amount

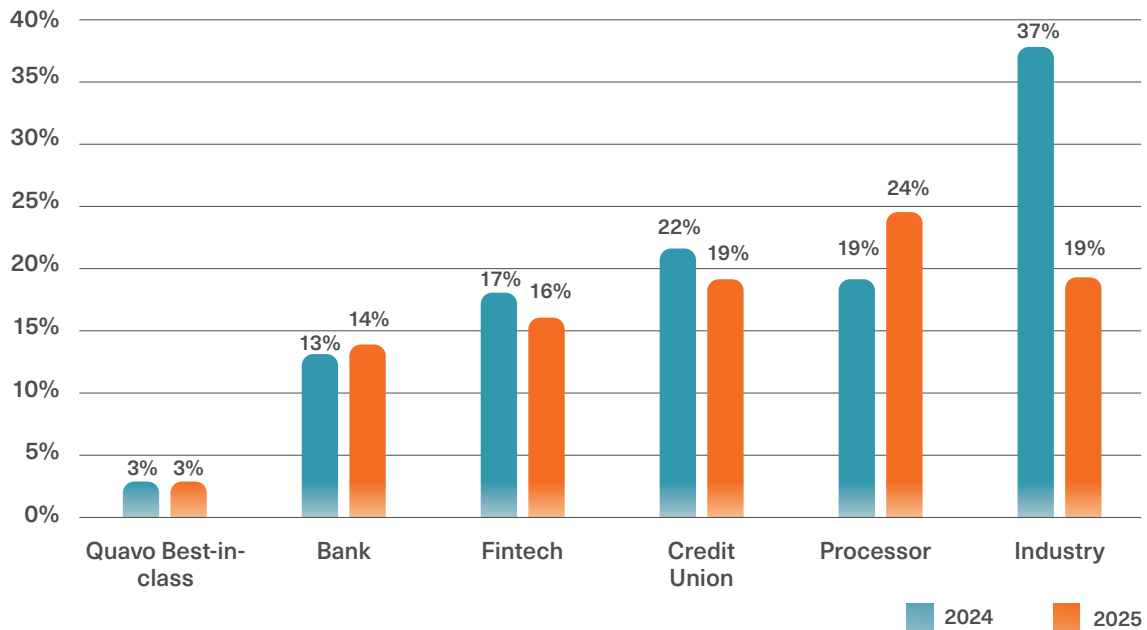


Source: Quavo Fraud & Disputes and Auriemma Roundtables The 2026 State of Dispute Management Performance Report

The combined loss data reflects how much variance exists across institution types, and how dramatically the right approach shifts financial outcomes. Quavo's top client carries a combined loss rate of just 3%, reflecting what becomes possible when dispute deflection at intake, denials before getting too far in, and a well-defined recovery strategy operate together at their highest level.

Banks perform well relative to peers at 14%—a result that speaks to the strength of fast, early denials and a conservative approach to write-offs. Industry and credit union averages cluster around 19%, suggesting that without a more deliberate strategy, losses in this range represent something of a default outcome. Processors carry the highest combined losses at 24%, driven by fraud losses above 20%.

Combined Losses by Dollar Amount 2024 vs. 2025



Source: Quavo Fraud & Disputes and Auriemma Roundtables The 2026 State of Dispute Management Performance Report

For most institution types, combined losses moved in the right direction between 2024 and 2025. The driving force: a shift from fully manual processes toward partially automated dispute management. The industry average reflects this most dramatically, dropping from 37% to 19%—an 18-point reduction.

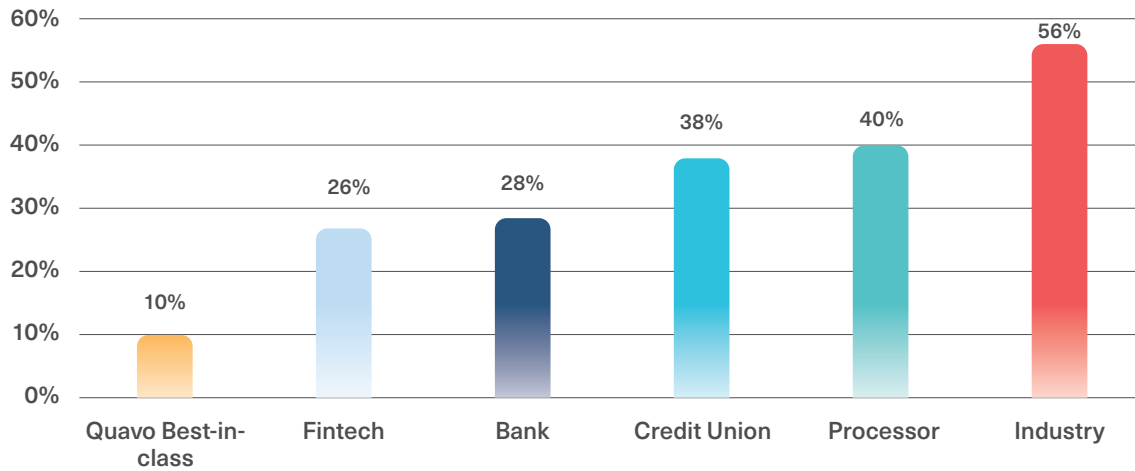
Best-in-class performance remained unchanged at 3%. While others are celebrating hard-won reductions, Quavo's top client has simply maintained what the rest of the industry is only beginning to work toward: fast and early denials based on concrete criteria, and automated low-dollar write-offs so that more time is spent on investigations and recovery.

Measuring Dispute Outcomes

Dollar-based loss metrics reveal the financial magnitude of a problem, but not always its source. Pairing Combined Losses by Dollar Amount with Losses by Dispute Volume creates a more complete diagnostic, telling you not just how much is being lost, but how broadly and how often.

An organization carrying modest dollar losses but losing on a high percentage of disputes by volume has a systemic process problem that will scale poorly as dispute activity grows. An organization that looks clean on volume but is absorbing significant dollar losses has a high-value case problem. Together, these two measures transform loss data from a scorecard into an actionable roadmap.

Losses by Dispute Volume



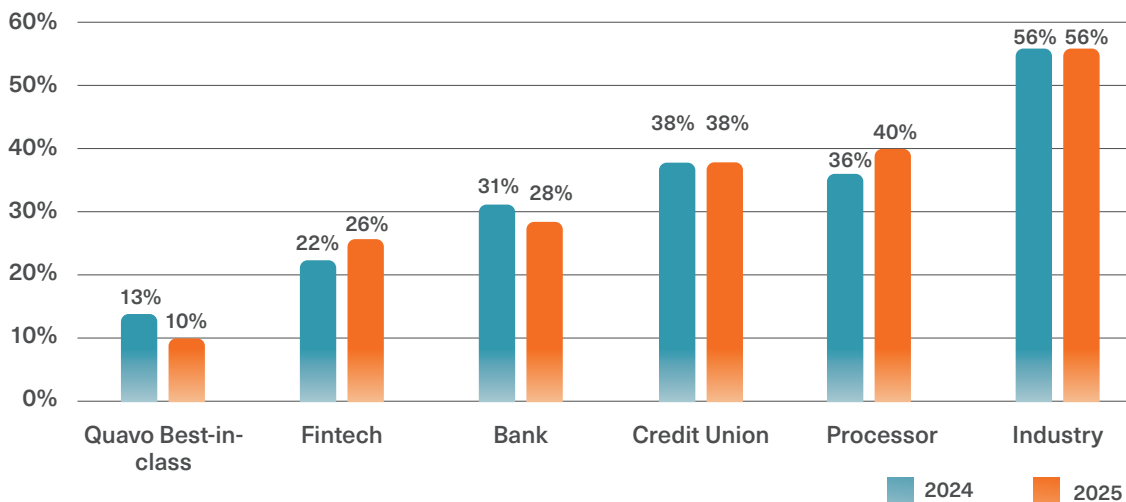
Source: Quavo Fraud & Disputes and Auriemma Roundtables The 2026 State of Dispute Management Performance Report

The industry average of 56% is the most pressing figure in the chart, meaning more than half of all disputes processed result in a loss. At that rate, the issue isn't confined to strategy at the margins; it's a volume problem that compounds with every dispute filed. Partial automation alone is unlikely to solve it without a more deliberate approach to individual case handling.

Banks and fintechs, at 28% and 26%, represent a stronger performance tier, demonstrating a healthier mix of denials, recovery attempts, and write-off discipline. Addressing frequent filers who have learned to game the system requires identifying them early, understanding their patterns, and resolving their cases based on history rather than the face value of the claim.

Quavo's best-in-class client averages just 10%. At this level, the decision to deny, write off, or pursue a chargeback is an informed outcome driven by a complete picture of who is disputing, what they're disputing, and how likely it reflects true fraud. When a system can synthesize that profile and surface a reliable likelihood of fraud at the case level, write-offs shrink, recoveries climb, and the 10% that remains represents only what no amount of data or strategy could have changed.

Losses by Dispute Volume 2024 vs. 2025



Source: Quavo Fraud & Disputes and Auriemma Roundtables The 2026 State of Dispute Management Performance Report

The industry average holding flat at 56% across both years is telling. Paired with the dramatic dollar-loss improvement in that same group, it suggests that partial automation is reducing financial exposure without actually fixing the underlying decision-making problem. Fewer dollars are being lost, but losses are occurring just as frequently.

Top performance dropped from 13% to 10%, continuing a trajectory no other group has come close to matching, while maintaining a 3% combined dollar loss rate across both years. That combination—low volume losses and near-zero dollar losses—is not a coincidence. It’s the signature of a program where data, strategy, and execution are working together at every level.

Key Insights

- Best-in-class carries just a 3% combined loss rate. The industry average is 19%. The gap is strategy, not luck.
- Dollar losses and volume losses tell different stories. The industry improved dramatically on dollars (-18 points) but held flat on volume (56%). Partial automation is reducing exposure, not fixing decision-making.
- Recapture is the metric that rewards getting it right. Quavo's top performers hit 97%; the industry average is 74%.
- Fraud risk is evolving fast. Agentic commerce, first-party fraud, and AI-enabled schemes are raising the stakes for every institution.

Analyzing Recovery-Driven Data

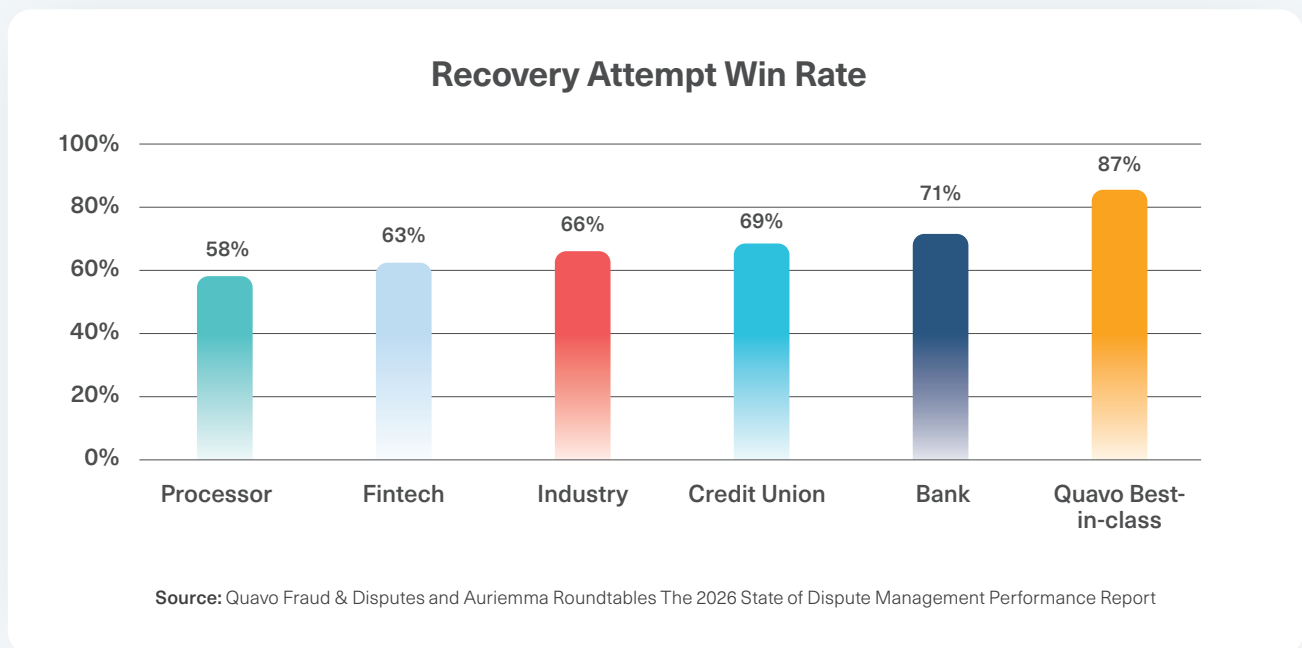
Recovery is where dispute management earns its reputation. Every resolved claim is an opportunity to demonstrate competence, fairness, and commitment to the customer.

But recovery is also a strategic function. The institutions that treat it as such are building something more durable than satisfaction scores. They're building the investigative depth, transaction intelligence, and operational precision that convert disputed dollars into retained revenue—and turn difficult cases into defensible outcomes. Done well, recovery isn't simply the end of a dispute. It's the clearest expression of what a disputes program is truly capable of.

Measuring Recovery Wins

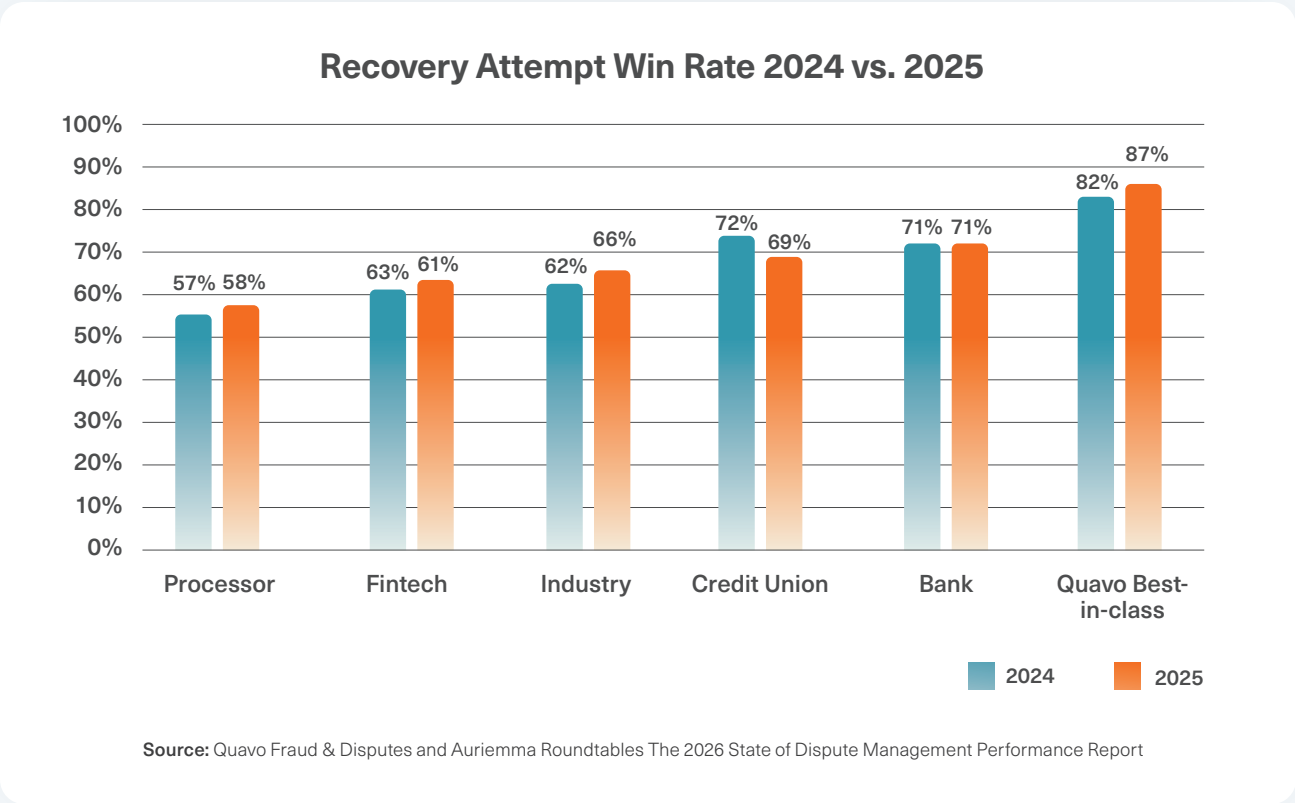
Recovery Attempt Win Rate is traditionally one of the most closely watched metrics in dispute management—a measure of how often a chargeback or representation results in a favorable outcome. For years, improving this number was a meaningful strategic goal.

That context is shifting. As automation takes on a larger role, win rate is becoming less a performance differentiator and more a baseline expectation. A well-configured automated system should be identifying every eligible chargeback, filing it, and handling representations with consistency that manual processes have always struggled to maintain at scale. When automation is working as it should, the question is no longer how often recovery attempts are won. It's how much value those wins are actually returning.



Processors sit at the bottom of the field at 58%, consistent with the broader pattern in their data throughout this report. Infrastructure limitations that slow automation create downstream effects that show up even late in the dispute lifecycle.

Credit unions and banks stand out at 69% and 71%. These institutions aren't simply filing more chargebacks—they're filing the right ones, leveraging automation to identify eligible cases quickly and accurately. Best-in-class leads at 87%, capturing what full automation looks like: eligible chargebacks aren't being missed, representments are handled consistently, and recovery attempts reflect a level of case preparation the rest of the field is still building toward.



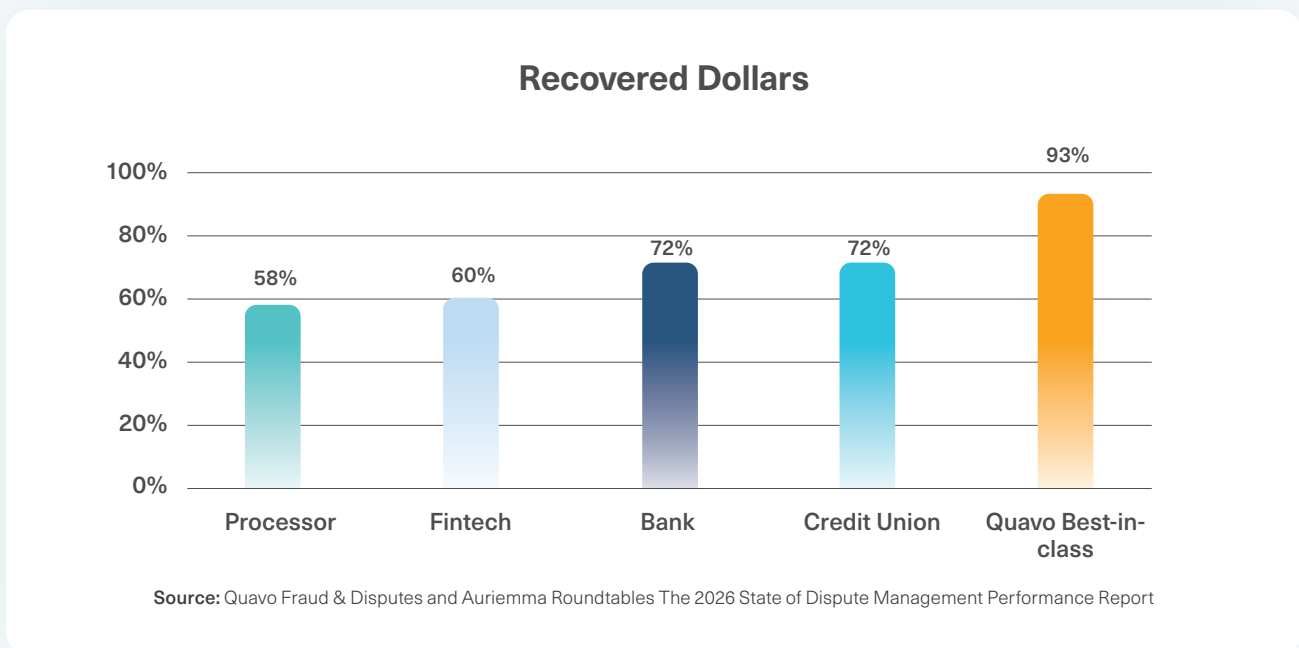
Credit unions declined slightly from 72% to 69%—a minor shift that may reflect increased filing volume as automation captures a broader set of cases, including some less certain ones. That can compress win rates even as overall recovery value improves. Banks held steady at 71% across both years, reflecting the same disciplined, mature framework their data has demonstrated throughout.

Best-in-class performance moved from 82% to 87%—the largest single improvement in the dataset, and the only group to register gains at an already elite baseline. In a year where the conversation is shifting toward total dollars recovered, Quavo's top performers improved on both dimensions simultaneously.

Measuring Recovered Dollars

Recovered Dollars are the most direct measure of what the recovery process is worth—translating investigative quality, chargeback execution, and merchant collaboration into a single figure of what was genuinely won back rather than written off. Where win rates measure frequency, recovered dollars measure impact.

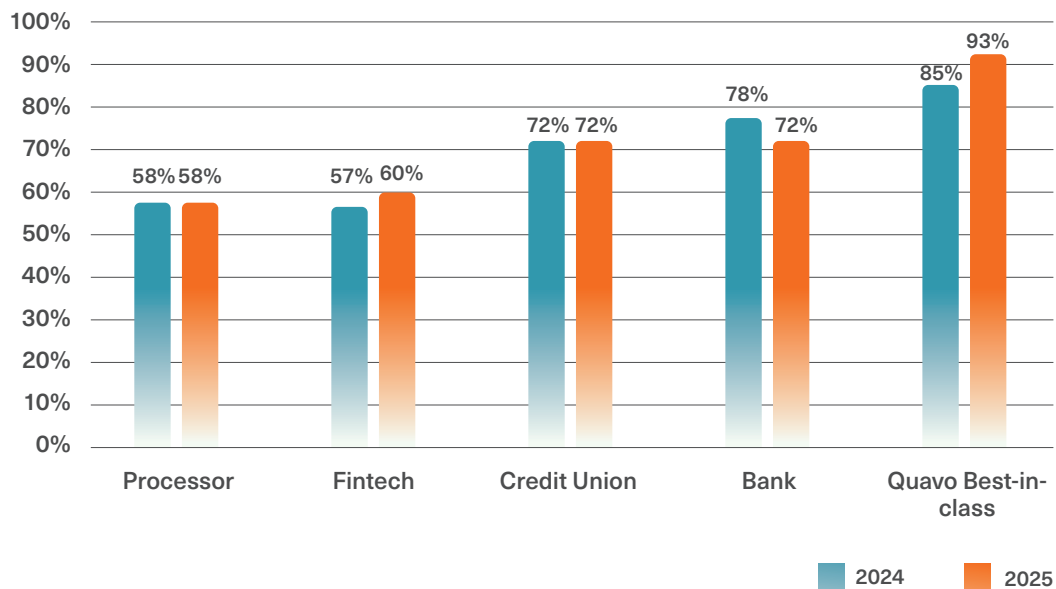
When chargebacks are filed accurately, the process moves faster and demands less from the customer: no repeated follow-ups, no requests for documentation that should have been gathered at intake, no uncertainty about where a claim stands. A dispute resolved competently and efficiently is not a neutral transaction. It's an opportunity to reinforce trust, and organizations that execute recovery well are quietly earning loyalty at the exact moment a customer is most attuned to how they're being treated.



Banks and credit unions both average 72% in recovered dollars, reflecting the same disciplined approach to chargeback execution and merchant collaboration their broader recovery data has demonstrated.

Quavo's highest performance reaches 93%. Top organizations aren't racing to close cases—they're racing to make the customer whole, typically issuing provisional credit within three to seven days while the real work begins. What follows is a deliberate, thorough recovery process that works through chargebacks and representments with the diligence that high-dollar recovery demands. The 93% average recovered is the return on that investment.

Recovered Dollars 2024 vs. 2025



Source: Quavo Fraud & Disputes and Auriemma Roundtables The 2026 State of Dispute Management Performance Report

Processors held flat at 58%, fintechs gained modestly from 57% to 60%, and credit unions remained at 72%—programs that are stable but not yet pushing into new performance territory.

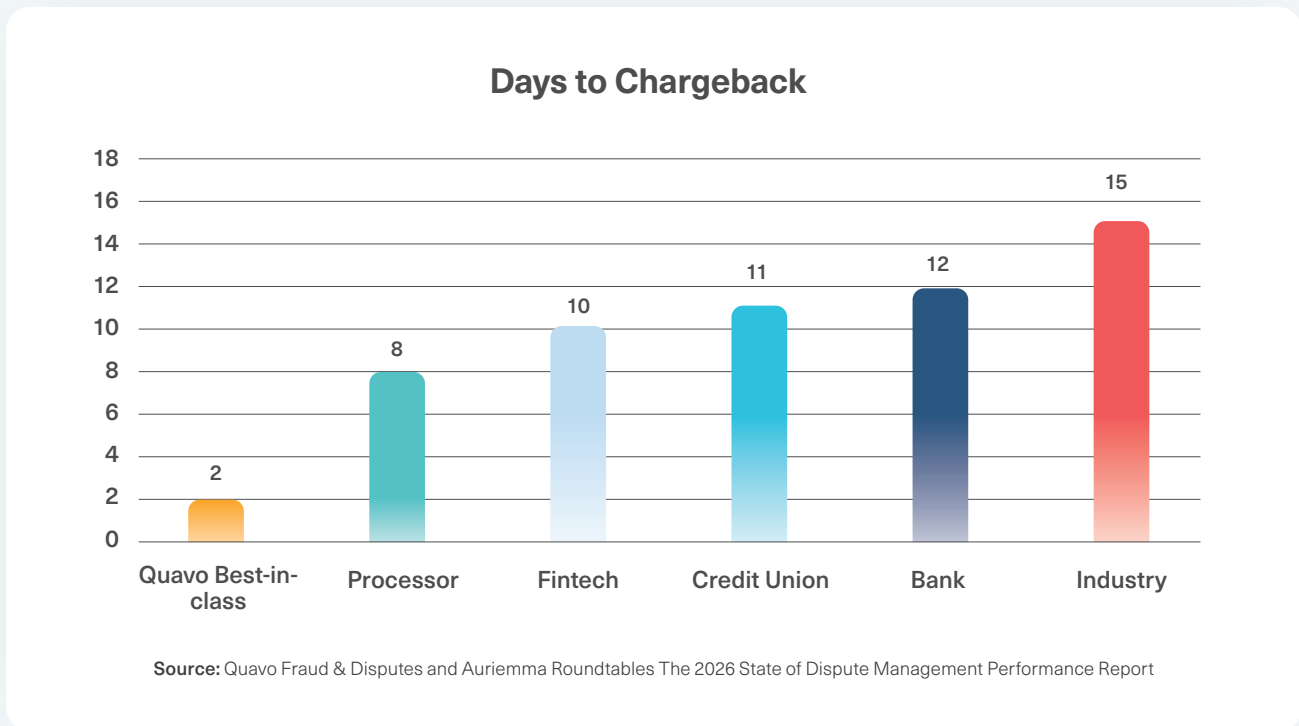
Quavo's best-in-class moved from 85% to 93%. The top-performing client driving this result is a credit union that built its recovery program around deliberate automation decisions: disputes under \$25 are resolved automatically, provisional credit up to \$100 is issued in an average of two days, eligible disputes over \$10 are automatically submitted for chargeback, and disputes showing first-party fraud indicators are excluded from chargeback submission entirely, protecting recovery attempt quality.

The result is a program that pursues maximum recovery without burdening human teams—because the system is doing the work at a pace that would otherwise be unsustainable. Robust automation isn't simply an operational efficiency. It's the mechanism that makes best-in-class dollar recovery possible at scale. The distance between 72% and 93% is the distance between a good program and one that has figured out how to let technology do what technology does best.

Measuring Days to Chargeback

Days to Chargeback is a deceptively simple metric that carries significant weight. The speed at which an eligible dispute moves from investigation to chargeback submission reflects the health of the entire upstream process—how quickly evidence is gathered, how efficiently cases are triaged, and how well automation is eliminating delays.

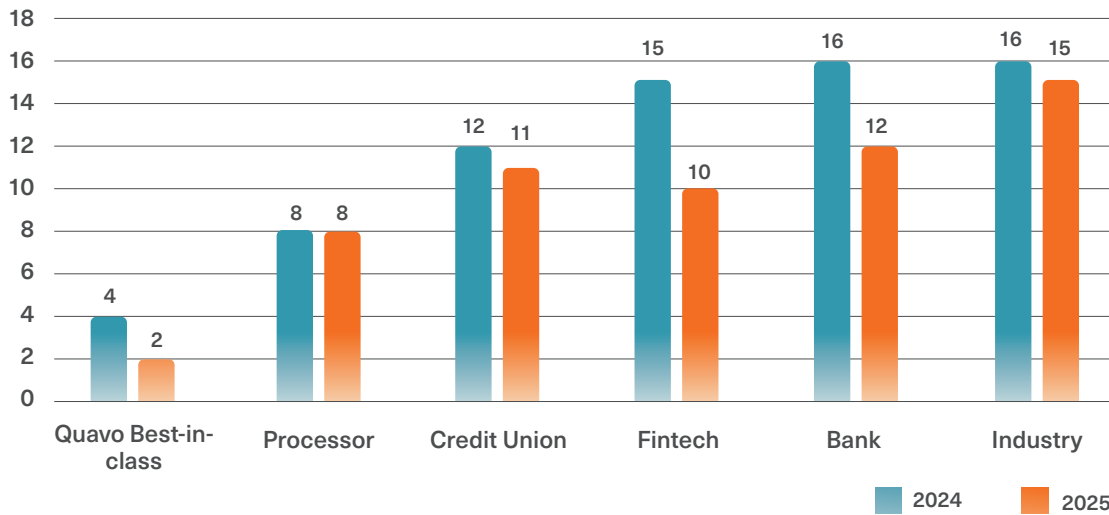
A short average signals a proactive, well-configured operation where eligible cases are identified and acted on without lag. A longer average points to bottlenecks worth investigating—in evidence collection, case routing, or the absence of automation that would otherwise move eligible disputes through without waiting on a queue.



Measured from case open to chargeback submission, this metric captures the full weight of what has to happen quickly before recovery can even begin: provisional credit issued, required notifications sent, and supporting documentation collected, all within a window where every additional day represents financial exposure and a customer waiting for resolution.

Processors average just 8 days—the clearest example outside of Quavo’s best-in-class of what automation-first chargeback handling looks like. Banks average 12 days, driven by a specific policy choice: limiting automated provisional credit and routing the majority of disputes through manual review before a chargeback can be filed. Top performers average just 2 days—a demonstration of what a fully automated, end-to-end recovery process looks like when every step has been optimized to move without delay.

Days to Chargeback 2024 vs. 2025



Source: Quavo Fraud & Disputes and Auriemma Roundtables The 2026 State of Dispute Management Performance Report

Processors held steady at 8 days—a flat result that reflects a program that had already optimized before the measurement window opened. Credit unions and fintechs showed the most dramatic improvements, dropping from 12 to 11 and 15 to 10 days respectively.

The industry average moved from 16 to 15 days. Paired with flat volume loss rates and only marginal recapture gains in this same group, this reinforces a consistent theme: partial automation is producing partial results. The organizations seeing the most meaningful progress are making the most complete commitment to removing manual friction.

Quavo’s best-in-class cut their average in half, from 4 days to 2, in an environment where the industry average is 15. Two days from case open to chargeback submission is the result of automated provisional credit, automated eligibility assessment, automated document collection, and a recovery framework built to move without waiting.

Key Insights

- Recovery Win Rate is becoming a baseline, not a differentiator. Best-in-class at 87% focuses on which cases to file, not just how many.
- Dollars Recovered connects dispute outcomes to the bottom line. Best-in-class recovers 93% of disputed dollars, compared to 72% for banks and credit unions.
- Days to Chargeback reveals upstream health. Two days (best-in-class) vs. 15 days (industry average) is the difference between automated precision and manual drag.
- Automation compounds. The credit union driving best-in-class recovery built advantages through deliberate, layered automation decisions, not a single fix.

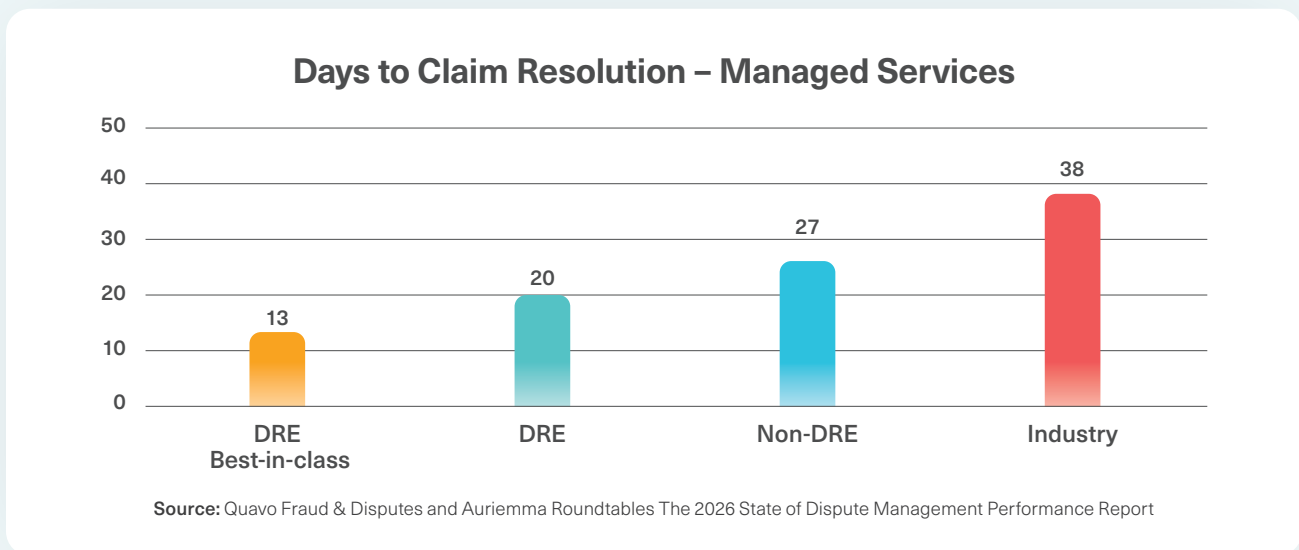
Managed Services as a Performance Multiplier

Technology sets the ceiling. Expertise determines whether you reach it.

The best dispute management programs aren't built on software alone. They're built on the combination of intelligent automation and the people who know how to configure it, refine it, and deploy it with precision. For financial institutions that want to close the gap between good performance and best-in-class, Quavo's Dispute Resolution Experts (DRE) represent that bridge—a team of specialists who bring regulatory depth, investigative experience, and operational discipline that goes beyond what any platform can deliver on its own.

The data that follows examines DRE clients separately from the broader Quavo client population. What it reveals isn't just a performance lift. It's a demonstration of what it means to get experience, compliance, and results all working for you at once.

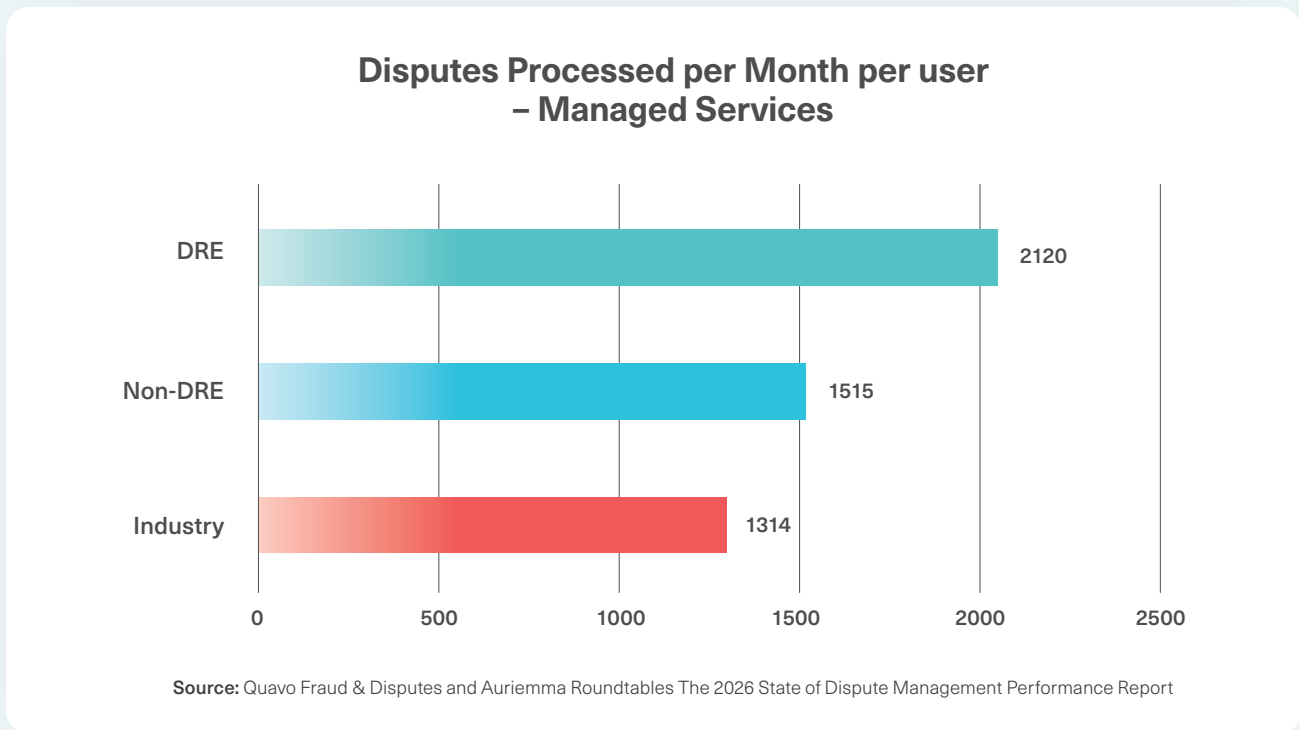
Measuring Customer Satisfaction



Clients who leverage DRE services resolve claims in an average of 20 days—seven days faster than the typical QFD client and 18 days faster than the industry average. That kind of acceleration only comes from a strategic partnership, not from a generic BPO.

The difference is how DRE is designed. Rather than functioning as a point solution focused on one or two steps in the process, DRE handles the full dispute lifecycle, including all the manual work that remains after automation has done its part. This end-to-end ownership eliminates one of the most common sources of delay: the back-and-forth between client and service provider. When handoffs are unclear and rework accumulates, resolution timelines suffer. DRE removes those friction points entirely, replacing them with a seamless, accountable process that keeps claims moving from intake to resolution. This is what it means to get experience on your side.

Measuring Operational Efficiency

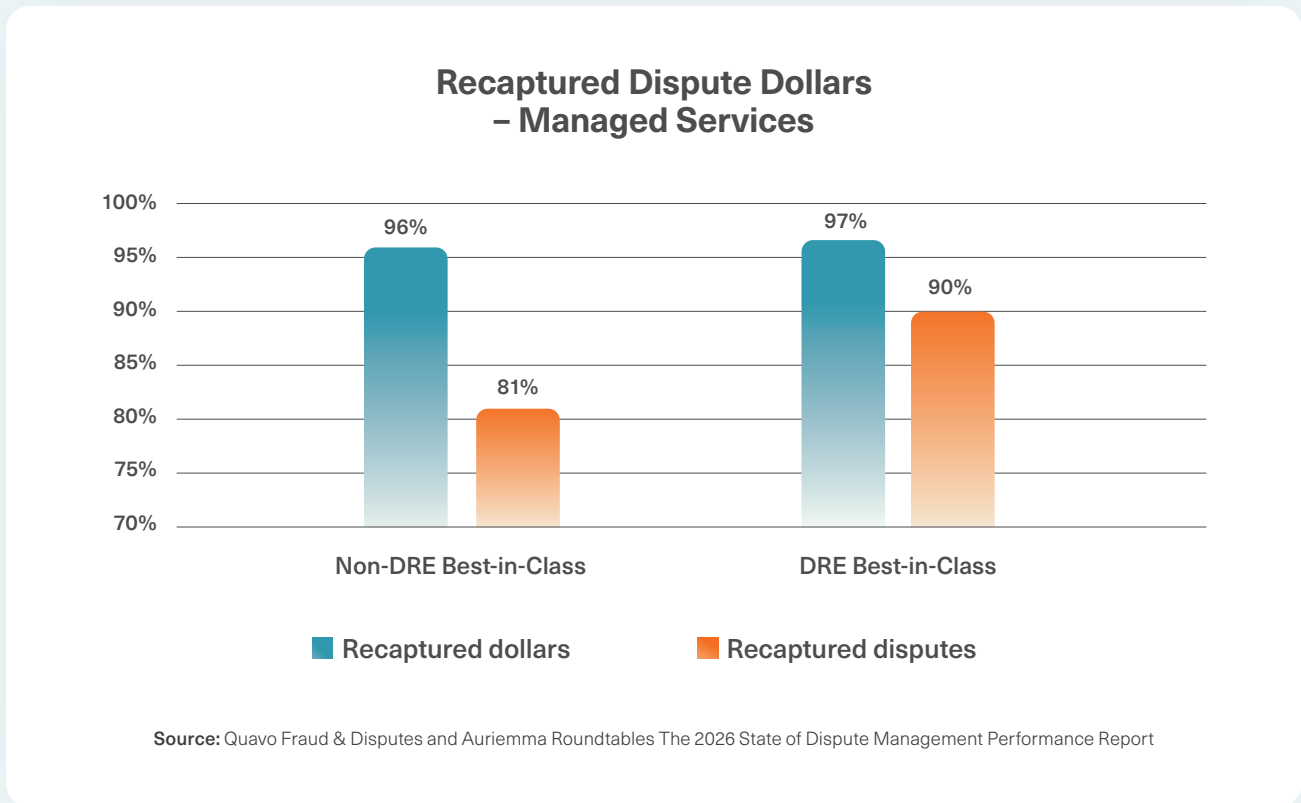


When evaluating a managed services partner, investigator productivity is one of the most telling indicators. High volume per user reflects clear, confident decision-making, deep regulatory knowledge, and a workflow built for efficiency. A low number points to operational drag: slow-moving processes, unnecessary rework, and the kind of back-and-forth that delays resolution and frustrates everyone involved.

A common misconception worth addressing: high productivity doesn't mean claims are being written off quickly to clear the queue. The data tells a more nuanced story. Top DRE clients process a high volume of disputes per user while simultaneously achieving some of the lowest loss rates in the dataset. Efficiency and financial performance aren't in tension—they're part of the same strategy: make well-informed denials quickly, dedicate more attention to investigations that warrant it, and let automation carry the rest.

DRE clients process an average of 2,120 disputes per user each month—outpacing QFD clients who manage disputes internally or with a BPO by 40% and exceeding the industry average by more than 60%. For financial institutions evaluating what a true services partnership can deliver, that gap represents something significant: the difference between a team that's keeping up and a team built to outperform.

Measuring Financial Performance



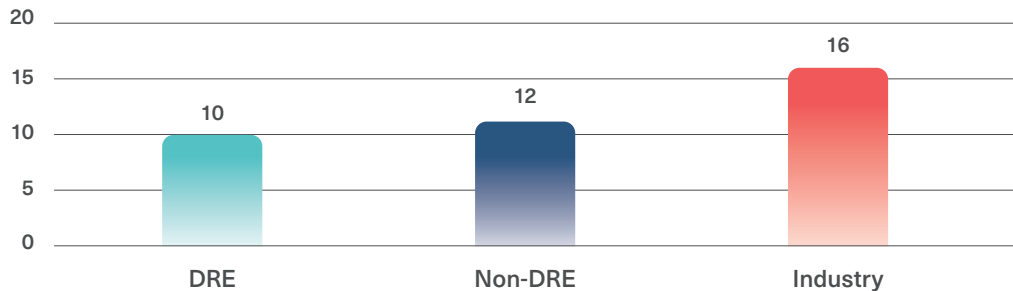
Staffing strategy plays a more significant role in recapture performance than it's often given credit for. When comparing institutions relying on in-house teams, outsourced support, or some combination of both against organizations operating with a dedicated team of dispute experts, the difference in outcomes becomes difficult to ignore.

When dispute dollars recaptured are examined across both dollar amount and dispute volume, the data tells a nuanced story. Among Non-DRE clients, recapture by dollar amount reaches 96% while recapture by volume sits at 81%—a gap that reflects the strategic advantage of prioritizing high-value claims and applying investigative resources where financial exposure is greatest.

DRE clients narrow that gap, achieving 97% by dollar amount and 90% by volume. That consistency across the full spectrum of disputes reflects what a purpose-built managed services partnership delivers: elite performance not just on the largest dollars, but broadly, across the entire dispute portfolio.

Measuring Recovery

Days to Chargeback – Managed Services



Source: Quavo Fraud & Disputes and Auriemma Roundtables The 2026 State of Dispute Management Performance Report

Days to Chargeback takes on an added dimension in managed services, because speed to recovery is a direct reflection of the expertise and commitment of the team handling cases. A staffing vendor that moves slowly to chargeback absorbs days that belong to the recovery window, and in a managed services relationship, every one of those days is a variable the client can't control.

The industry average of 16 days establishes the baseline for dispute operations without a dedicated managed services partner—a timeline that introduces meaningful financial exposure and compresses the window available for effective recovery.

DRE clients average 10 days. While the two-day improvement over Non-DRE clients may appear modest in isolation, it represents something more significant in practice. When a team of dispute experts actively monitors case flow and ensures automation is firing correctly on every eligible dispute, the process doesn't just move faster. It moves more accurately, capturing recovery opportunities that a less actively managed program would miss. At scale, across thousands of disputes, that difference compounds into material recovery value that doesn't show up in the timeline alone, but shows up clearly in the dollars returned.

Key Insights

- Top DRE clients resolve claims 25 days faster than the industry average. End-to-end ownership removes the back-and-forth that slows most programs down.
- Productivity and loss performance aren't in conflict. DRE clients process 40% more disputes per user than internal/BPO clients while achieving some of the lowest loss rates in the dataset.
- Managed services close the recapture gap. DRE clients achieve 97% by dollar amount and 90% by volume—consistent, elite performance across the full dispute portfolio.
- The right expertise amplifies technology. Software sets the ceiling. DRE is how top organizations reach it.

Conclusion

The data in this report tells a story that goes beyond benchmarks and percentages.

Across every dimension measured—customer satisfaction, operational efficiency, financial performance, and recovery—a consistent and compounding gap separates organizations that have committed to the right technology, expertise, and strategy from those that are still finding their footing. That gap is not static. It widens every year, and the institutions on the wrong side of it are not standing still. They are simply improving more slowly than the threat environment is accelerating.

The forces reshaping fraud and dispute management—agentic commerce, socially accelerated first-party fraud, and AI-enabled schemes—are not waiting for organizations to catch up. Neither are customers, whose expectations around speed, fairness, and resolution quality are being set by the best experiences they have ever had, not by industry averages. In that environment, the cost of doing things the old way is no longer just operational. It's strategic.

The clearest takeaway from this data is that best-in-class performance is not an accident of institution size, charter type, or resources alone. It is the result of deliberate decisions:

- **Automate with intention.** Eliminate manual friction at every eligible step—from provisional credit issuance to chargeback submission—so that human effort is reserved for the cases that genuinely require it.
- **Investigate with depth.** Speed and accuracy are not a trade-off. The institutions closing cases fastest are also taking losses least often because thoroughness and efficiency are built on the same foundation.
- **Measure what actually matters.** Pair dollar-loss data with volume-loss data. Track recapture, not just win rates. Strategy is only as strong as the metrics informing it.
- **Know your customer.** Understand who is disputing, why, and with what history—and let that intelligence drive decisions rather than defaulting to write-offs on cases that could have been won.
- **Find the right partner.** If the expertise to execute at this level doesn't exist in-house or with your current vendor, the managed services data makes clear that the right team changes outcomes in ways that technology alone cannot replicate.

Dispute management has never been just a back-office function. It has always been one of the highest-stakes touchpoints an institution has with its customers, and one of the clearest expressions of what that institution is truly capable of. The organizations that understand this, and build accordingly, are not just protecting their bottom line. They are building something that compounds into a genuine and durable competitive advantage that proves it pays to make it right.

About Our Research

Between January and December 2025, Quavo evaluated the performance of 36 clients, each of whom had been using QFD® at full volume for a minimum of three months. Additionally, performance data from Auriemma Roundtables was used to establish a competitive industry average.

Auriemma Roundtables is a leading provider of business intelligence, specializing in financial services, payments, and consumer lending. With decades of experience and an extensive network of industry participants, Auriemma Roundtables delivers robust benchmarking and actionable insights to help organizations drive strategic decisions in functions such as risk and compliance, fraud and disputes, collections and recoveries, and customer service.

About Quavo

Quavo enables financial institutions to transform fraud and dispute management from a costly, fragmented function into a strategic advantage. In an environment where the cost of making it right has historically meant higher risk, manual effort, and strained member relationships, Quavo empowers organizations to do more, with certainty, speed, and confidence.

Powered by its intelligent automation, Aria™ and guided by a team of experienced dispute specialists, Quavo's QFD® platform enables institutions to ensure compliance, streamline operations, enhance the customer experience, and maximize financial recovery. Today, industry leaders rely on Quavo to process more than one million disputes every month, recover billions in disputed funds, and resolve cases an average of 26 days faster than the industry standard.

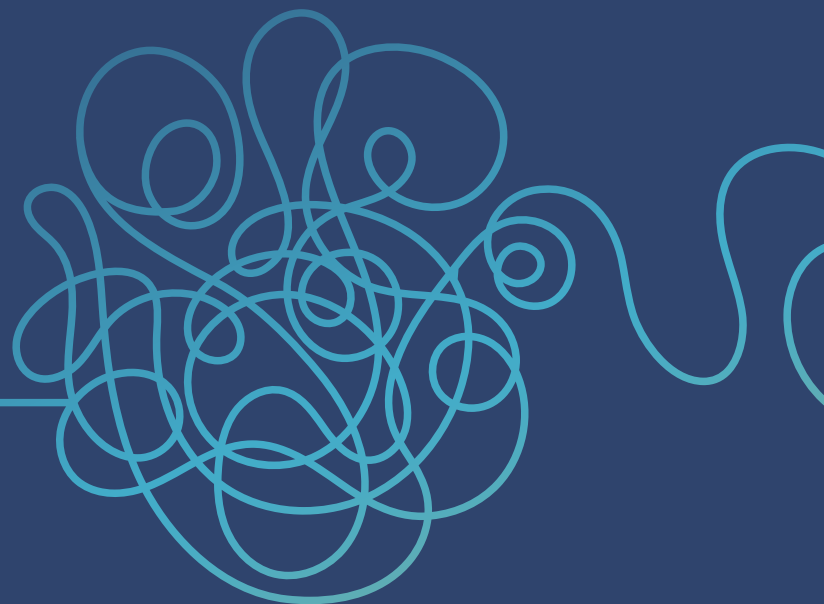
By helping teams respond decisively in moments that matter most, Quavo turns fraud events into opportunities to restore trust, protect members, and strengthen long term relationships.



Now it Pays to Make It Right™



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