

**nexi**

**TECHNOBANK**  
Powered by ASIT

# Nexi MyDispute

Protecting Revenue. Elevating Experience

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Technobank Conference 2026



# Issuers across Europe may not recognize correlation between revenue and customer experience



**Revenue leakage** increases when dispute processes are inefficient, leading to unnecessary chargeback losses, write-offs and missed recovery opportunities



**Poor first-time resolution impacts loyalty and trust**, especially when customers must resubmit information or experience long processing times

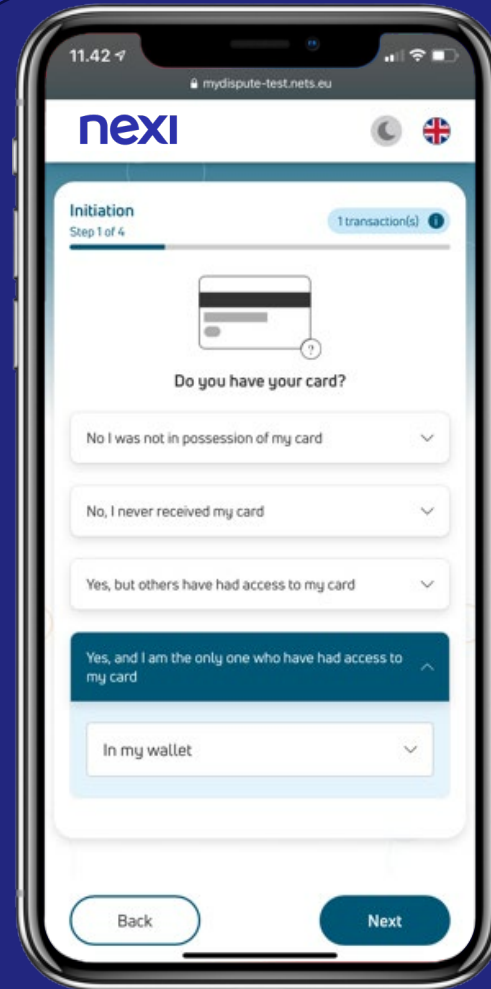


**Operational complexity drives cost-to-serve up**, as expert staff spend excessive time correcting incomplete forms and managing scheme requirements

# Protect your revenue and reputation with a highly effective digital dispute management proposition

**One of the best user experiences in the market** | Fully digital dispute initiation through MyDispute

**Regulatory and Scheme Compliance Guaranteed** | Regulatory and scheme mandates are managed by Nexi



**Rich and comprehensive features** | With Nexi proprietary technology & innovative products

**Fully Managed by Nexi** | Tech, Ops, Products, Compliance. You name it, we take care of it

# You will experience a seamless dispute process due to automation and Nexi managing complexity towards schemes on your behalf

+90%

Of received disputes are initiated digitally

100  
%

Of fraud reported disputed are reimbursed within 24 hours

+60%

Of chargeback are automatically submitted via Schemes

The screenshot shows the Nexi website interface for initiating a dispute. At the top left is the 'nexi' logo, and at the top right is a language selector set to 'English'. The main content area features a card icon with a question mark and the instruction 'Please select the correct option'. Below this is a dropdown menu with the text 'The goods or service I purchased is not as described, returned, cancelled or not received. Or I have been debited a higher amount than I have accepted.' A second dropdown menu is set to 'I have not made this purchase'. Below that is a date picker for 'When did you discover that your card was being used fraudulently?' with the value '02-12-2020'. There are also input fields for 'Time (hh:mm)' with '12:12' and a dropdown menu set to 'No'. At the bottom, there is a question 'Have you tried to identify any of the transactions with help of your bank or merchant?' with a 'Yes' option selected. On the right side of the screen, there is a summary box showing '-175,235 GNF' for the date '25-08-2020' and the merchant 'CLOTH ACCSRY'. Below this is a four-step progress indicator: 1. Initiation (checked), 2. Describe what happened, 3. Merchant's communication, and 4. Confirm and send.

# Get ready to transform your dispute management with Nexi



Smart questioning shapes **an intuitive UX & 1st time right** with pre-filled case data based on clearing data. This results in **better experiences** for you and your customers



Remove the burden of investing in Technology, Scheme & Regulatory compliance, Customer Service, Product Development and process optimization – all fully managed by Nexi



Modern technology with **seamless integrations to schemes** (Visa & Mastercard) with **low implementation effort** needed with the standard solution

# Get in touch with us



nexi WHITE PAPER

**Digitalised dispute resolution**

Why the customer journey is crucial



Contact us via our local  
Nexi Sales partner

Digitalised dispute resolution whitepaper



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