FinSer RegE Manager

Customer transaction dispute resolution is a function at your institution which requires special consideration and timely action to properly handle. With FinSer's RegE Manager software, you will be able to accurately manage your dispute process and increase productivity.

Dispute creation at point of customer contact

An intra-net web application provides a tool for your CSR's or Call Center for the orderly creation of a dispute through direct interaction with your core system. The Dispute Affidavit, a critical component of every case, will be created through a question/answer process that ensure collection of all required information. Electronic signature integration is also available.

Managing the workflow

Managing your customer disputes becomes an orderly, consistent, and documented process. Customer disputes can be initiated through download of customer and transaction information from your core system. During the resolution process, the software can generate required Application and General Ledger transactions for upload to your core system.

Correspondence with the customer is generated as part of the resolution process and becomes a part of the documentation maintained by the application. As part of the final resolution, reversing transactions can be generated, if necessary. All this becomes an auditable, easily managed process!

Major Features

- Dispute tracking for a variety of dispute types including Debit Card, ATM, ACH, Zelle cases
- Case Management functionality for Non-RegE
- Management reports for Bank Loss, Chargeback results, Frequent Flyers and many more.
- Automated generation of provisional general ledger entries and ability to create reversals, as needed
- Automated creation of correspondence letters required in the resolution process

Accurately manage and track transaction disputes with ease... contact a FinSer representative for more details!

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