



Resolving Credit Card Disputes *Faster and Better* with Rapid Action

The Card Services Division of a mid-sized regional bank was struggling with its charge dispute resolution process in the face of increased regulations. A team of frontline staff supervisors and employees equipped with an easy-to-use toolkit for rapid problem-solving produced a 63% reduction in charge dispute resolution costs.



SITUATION

A Consumer Financial Protection Bureau Report noted several issues requiring immediate response from Card Services. Senior leaders made the decision to engage a team of employees directly involved in the process to find solutions.

**TEAM ENGAGEMENT
STRATEGY**

A team of six employees from Card Services and Compliance including two co-team leaders was assembled and equipped with **Rapid Action**, an “all in one” team engagement toolkit for accelerating results.

**RAPID ACTION
PROJECT CHARTER**

How can we streamline and improve the Card Dispute Resolution Process in order to reduce the charge-off rate on disputes, decrease processing costs, improve customer satisfaction with the process, and maintain compliance standards?

**SAMPLE SOLUTIONS
IMPLEMENTED**

1. Trained Card Service Division employees on standard dispute resolution processes used by the bank’s third party support firm to bring hard-to-resolve, error-prone disputes in-house.
2. Improved the communication process between Card Services and other business partners involved in dispute resolution (Investigative Services, Compliance, and Legal) by opening access to system reports for all parties.
3. Installed a Disputes Tracking Report to highlight resolution cycle-times and number of calls required to close cases for comparison against industry standards.
4. Improved adherence to standard industry policy regarding card-holder requirement to notify the bank of lost/stolen cards reducing bank liability for charges due to negligence or non-reporting.

**RAPID ACTION
TEAM RESULTS**

5%

reduction in card-holder calls about dispute resolution status

\$111,700

reduction in third party dispute processing costs year-over-year

\$26,400

avoidance in unnecessary charge-offs per year

49 days

cycle time from team launch to wrap-up



We needed to get on top of issues related to processing card disputes, but as managers we didn't have the full picture on the problems and the opportunities. Rapid Action allowed us to engage our people closest to the issues with a process that documented and tested proposed solutions every step of the way.

– CARD SERVICES DIVISION HEAD



RAPID ACTION FOR FINANCIAL SERVICES Resolving Credit Card Disputes Faster and Better with Rapid Action



The “All in One” Team Engagement Toolkit for Accelerating Results



Prelaunch Planner



Action Accelerator



Scripted Meeting Guides



Quick Read Booklets



Idea Sorting, Prioritizing and Tracking Posters



e-Templates & Tools



LEARN MORE ABOUT RAPID ACTION FOR FINANCIAL SERVICES

Are you interested in accelerating results and increasing engagement from your organization's change management and continuous improvement initiatives? Take a look “inside the box” of the most reliable process available for rapid, team-based improvement.



Call 800.254.6805 or email to request@improvefaster.com to schedule a demo of the Rapid Action toolkit.



For more information including Case Studies and White Papers please visit www.improvefaster.com.

Leap Technologies

Improve faster through better team engagement!

For more than two decades, Leap Technologies has equipped leaders across industries and disciplines to achieve faster results through a simple, but often under-appreciated differentiator: Effective Team Engagement.

More than 500 organizations and more than 10,000 teams have applied Leap toolkits and roadmaps to build capability at every organization level to manage change, improve processes, and speed execution through teams.

Whether deploying an organization-wide Lean improvement initiative, installing a new technology platform or simply looking to boost employee engagement and develop better leaders, Leap Technologies empowers its clients to “get better, faster” through effective team engagement.