



CHARGEBACK GURUS

Company Overview

2026

About Chargeback Gurus

CBG is the leading automated AI-orchestrated chargeback management platform, helping merchants protect and recover more revenue. CBG's solutions are powered by sophisticated technologies, rich analytics, and deep industry expertise.

CBG helps merchants manage chargebacks more effectively with data-driven solutions that reduce risk and improve revenue recovery. Our platform provides real-time insights and comprehensive reporting to help merchants stay ahead of evolving chargeback challenges. With multiple flexible delivery models, CBG aligns with client goals and equips merchants with the tools for effective prevention and recovery.

What Are Chargebacks Costing Your Business?

In 2025, consumers disputed an estimated 261 million charges globally according to a report by Mastercard. That represents a total value of \$33.8 billion in disputes. By 2028, Mastercard predicts that figure will increase to \$41.7 billion.



What Truly Sets Us Apart

Beyond the tech, CBG works with you to create industry-specific strategies that align with your goals and provides data-driven insights to reduce disputes.



Intelligent Automation

Automation handles volume efficiently, so your team stays focused on growth.



AI Orchestration

Dispute handling is guided by AI to maximize recovery and minimize wasted effort.



Robust Analytics

A unified analytics dashboard provides clear visibility into performance, trends, and root causes behind disputes.



Deep Industry Expertise

Industry-specific strategies developed by experts to drive superior results

Protect your revenue and maximize your ROI with our complete chargeback solution suite.



Performance results are good, future direction of CBG looks positive, and the relationship and support provided by CBG is very good.

- Top-tier car rental company



We operate with integrity, honesty, and transparency. Those values guide our company, employees, and the clients we work with to protect our clients, merchants, and consumers.

Where Innovative Technology Meets Expertise



CBG's technology platform is designed to make chargeback management, prevention, and recovery efficient and flexible. It gives you access to advanced analytics and custom reporting, including near real-time ROI calculation.

Book a meeting with one of our chargeback industry experts:



Get Started



Prevention

Prevent chargebacks with Smart Prevention Alerts™ and Order Intelligence. Monitor VAMP and chargeback ratios and avoid exceeding thresholds with access to the largest alert networks and all available pre-dispute intervention tools.

Representation

With Smart Chargeback Representation™, industry expertise is combined with innovative technology to produce industry-leading recovery rates.

Analytics

Turn raw data into actionable insights with advanced analytics and advice from industry experts. Uncover hidden vulnerabilities, identify trends, and streamline your business processes to reduce chargebacks.