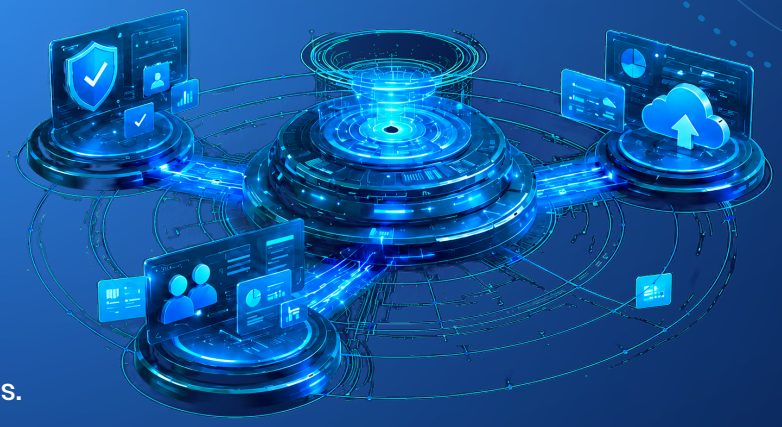
CHARGEBACK GURUS

Smart Dispute Solutions Flexible Options

CBG's SaaS chargeback software combines future-defining technologies with unparalleled security, AI orchestration and human oversight. Built for merchant service providers and acquirers.



CBG centralizes chargeback prevention, representment, and analytics under a unified chargeback management software platform that can be operated by merchant service providers, ISOs, PSPs, PayFacs, ISVs, marketplaces, and payment enablers managing multiple merchants.

SOLUTIONS FOR EVERY STAGE OF THE DISPUTE LIFECYCLE

Start

Transaction
Goods or services are purchased

Dispute
Cardholder disputes transaction

Pre-Dispute | Stop disputes before they escalate

Order Intelligence
Real-time transmission of transaction data to issuers at the time of cardholder inquiry or dispute

Alerts
Allows merchants to resolve disputes before they become a chargeback

Post-Dispute | Recover efficiently and improve outcomes

Retrieval Request
Allows cardholder to request information about a transaction

First Chargeback
Merchant either accepts the chargeback or contests

Pre-arbitration
Cardholder disputes the transaction a 2nd time and merchant either accepts or contests

Arbitration
Neither issuing bank nor merchant will accept liability, card network makes a final decision

End

CBG's Smart Dispute Solutions software redefines how disputes are managed by replacing multiple tools and workflows with an integrated software platform.

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CHARGEBACK GURUS

Dispute Prevention

Stop chargebacks with Smart Prevention Alerts™ & Order Intelligence.

Dispute Resolution

Reverse chargebacks and recover more revenue with Smart Representment™.

Dispute Analytics

Intelligent analytics that uncover hidden vulnerabilities and trends.

CBG'S UNIFIED SAAS SOFTWARE DESIGNED FOR SMARTER CHARGEBACK MANAGEMENT

Built and Backed by Chargeback Experts

CBG's software leverages intelligent technologies, decades of experience, and human oversight.

Dynamic Dispute Packages

Build stronger, more effective dispute packages with intelligent evidence curation and deep industry expertise.

AI-Augmented Decisioning

Drive intelligent outcomes with AI-orchestrated insights to prioritize cases, guide actions, and improve recovery potential.

SaaS Software for Merchant Service Providers and Acquirers

ISOs, PSPs, PayFacs, ISVs, marketplaces, and payment enablers managing multiple merchants.

Deliver complete, expert-led dispute management capabilities to your merchants with our ready-to-use chargeback management platform.

Prevent

Equip merchants with proactive prevention through a ready-to-use software platform.

Recover

Deliver expert-led recovery capabilities across your merchant portfolio.

Analyze

Portfolio-level visibility into performance, risk, and compliance.

Scale

Pre-configured dispute logic, ready integrations, enterprise-grade security, and private-label capabilities with unlimited scaling.

Take control of your merchants' chargebacks through an efficient, scalable platform.

Get started ↗

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