BLACKBIRD FOR TRAINING

# Visa Dispute Resolution Certification

20 – 24 September 2027
Kuala Lumpur (Malaysia)

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## Introduction

In the evolving landscape of global digital payments, managing disputes efficiently has become vital for ensuring system trust and financial stability. The Visa Dispute Resolution Certification program is designed to equip professionals with in-depth knowledge of the rules, workflows, and technologies involved in resolving payment-related disputes under the Visa framework.
This course empowers participants to handle complex financial disputes, interpret operational regulations accurately, and apply industry best practices to maintain compliance and efficiency.
It is tailored for Officers, Middle Management, and Senior Management professionals working in banking, financial services, risk management, compliance, and customer operations. Participants will gain actionable insights into the mechanisms that sustain fairness and transparency in Visa's payment ecosystem.

## Course Objectives

- Understand the global framework of Visa's dispute resolution system.
- Learn the operational rules of chargebacks and claims.
- Apply analytical methods to real-world dispute cases.
- Identify root causes and design preventive solutions.
- Master Visa's digital tools for dispute management.
- Develop accurate analytical and performance reports.
- Strengthen compliance with legal and regulatory standards.
- Enhance communication with counterpart banks and clients.

## Course Outlines

### Day 1: Introduction to Visa Dispute Resolution Framework

- Overview of Visa's global payment infrastructure.
- Lifecycle of a dispute from initiation to resolution.
- Roles and responsibilities of key stakeholders.
- Interaction between issuers, acquirers, and merchants.
- Analysis of common dispute scenarios.
- Overview of Visa Payments Cybersecurity Certification and its relevance to transaction security.



## Day 2: Managing Claims and Chargebacks

- Fundamentals of chargeback and financial reimbursement.
- Classification of disputes under Visa categories.
- Step-by-step handling of incoming and outgoing claims.
- Hands-on use of Visa's dispute tracking tools.
- Avoiding errors that lead to case rejection.
- Case study: resolving a real-world interbank dispute.

## Day 3: Risk Management and Data Analysis

- Identifying risk indicators from recurring disputes.
- Using data analysis to detect behavioral patterns.
- Designing operational loss mitigation strategies.
- Applying predictive models to reduce fraud exposure.
- Implementing proactive compliance frameworks.
- Building internal policies for consistent dispute quality.

## Day 4: Technology and Automation in Dispute Resolution

- Exploring automated systems in dispute processing.
- Leveraging AI to improve case resolution efficiency.
- Understanding Visa Payments Cybersecurity Certification's technological aspects.
- Integrating digital tools for workflow acceleration.
- Simulation exercises on digital dispute platforms.
- Evaluating performance monitoring technologies.

## Day 5: Final Evaluation and Advanced Applications

- Consolidation of key concepts and best practices.
- Advanced case studies from the banking environment.
- Reviewing ethical and legal standards in dispute resolution.
- Preparing analytical and assessment reports.
- Discussion on future developments in Visa's framework.
- Final assessment and professional certification review.



## Why Attend This Course? Wins & Losses!

- Gain a comprehensive understanding of Visa's dispute mechanisms.
- Develop advanced analytical and problem-solving abilities.
- Strengthen regulatory and operational compliance.
- Improve customer satisfaction through fast, accurate resolutions.
- Earn an internationally recognized professional certification.
- Expand technical and cybersecurity knowledge in payments.
- Learn through real-world case applications and simulations.
- Apply insights directly to institutional dispute handling.
- Challenges: requires attention to regulatory detail and technical precision.
- Prior knowledge of banking operations is recommended.

## Conclusion

The Visa Dispute Resolution Certification provides a strategic pathway to mastering dispute management in the digital payments ecosystem.
By combining practical exercises with regulatory insight, this program empowers professionals to handle disputes confidently and effectively while ensuring compliance with Visa's global standards.

**It serves as a cornerstone for career advancement in financial operations and a benchmark of excellence for organizations striving for operational resilience and customer trust.**

