

## Canada

### Mastercard Claims Manager (MCM) fee changes effective May 1, 2019

#### **New Fee: New Claim Fee - \$1.35**

As part of Mastercard Claim Manager (MCM), Mastercard will begin charging a \$1.35 New Claim Fee. This fee will be charged when a claim is created. A new claim is created when responding to a retrieval request or responding to a chargeback, whichever state of the dispute is first.

Beginning in May, this fee will be seen in the pass through fee section of iQ.

#### **Mastercard pass through fee updates**

The following changes to pass through fee will also take effect in May.

- Mastercard is increasing the Mastercard Chargeback Document Processing Fee from \$0.45 to \$0.50

#### **In development**

Worldpay will begin passing through the \$0.006 Mastercard Chargeback Assessment fee. This change is in development. Worldpay will update you on the status of this fee in an upcoming edition of the Advantage Bulletin.

Please reach out to your Relationship Manager if you have questions.

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#### **Information Classification** Confidential

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