

Update: Mastercard Dispute Fees

Mastercard Documentation Image Fee - Update

The Mastercard Documentation Image fee will increase to \$0.65 effective **November 1, 2019**.

Mastercard Excessive Support Documentation Fee - Update

Mastercard assesses a fee for excessive documentation submitted in response to chargebacks and retrieval requests. **Effective November 1, 2019**, a fee of \$1.00 per page for **all** pages submitted will be assessed when documentation exceeds:

- 19 pages in response to a chargeback
- 4 pages in response to a retrieval request

We strongly encourage merchants to limit their supporting documentation to avoid any potential fees.

Mastercard Claims Manager Fees - Reminder

The following pricing changes related to dispute processing will begin being assessed effective with the transition to the Mastercard Claims Manager processes:

Mastercard Fee	Description	Fee
MasterCom New Claim Fee	Assessed when the issuer creates a claim	\$1.35
Case File Submission*	Applied to party found responsible	\$20.00
Mastercard Case File Ruling*	Applied to party found responsible	\$400.00

*The Case File Submission and Mastercard Case File Ruling fees will be combined into one line item on the monthly invoices.

If you have any questions, please reach out to your Relationship Manager.