

Fees - MasterCom Claims Manager

Mastercard has announced enhancements to MasterCom, a suite of applications that enable customers to electronically exchange documentation in support of retrievals, chargebacks and representments. Mastercard will provide enhanced end-to-end dispute management capabilities known as MasterCom Claims Manager (MCM).

As part of integrating the MasterCom enhancements, Worldpay will be implementing the associated pricing changes and additional MasterCom fees related to dispute processing. These updates will go into effect in early summer 2019. Exact dates will be communicated in an upcoming issue of the Advantage Bulletin.

See the table below for more details.

| Mastercard Fee | Description | Fee |
|-------------------------------------|--|-----------|
| MasterCom New Claim Fee | Assessed when the issuer creates a claim | US \$1.35 |
| Case File Submission | Fee for Pre-Compliance, Arbitration or Compliance filing | US \$20 |
| Mastercard Case File Ruling | Applied to party found responsible | US \$400 |
| Mastercard Documentation Image Fee* | Transaction processed through MasterCom API | US \$.50 |

*The Doc Image Fee is a rate increase for scanning an image online

**Mastercard Chargeback Support Document Fee will be retired

Additionally, Mastercard assesses a fee for excessive support documentation which applies to each page greater than 19 pages in a chargeback or greater than four pages for a retrieval request. We strongly encourage merchants to limit their supporting documentation pages to avoid any potential fees.

Contact your Relationship Manager to learn more about these fees and their impact.

Information Classification Confidential

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