

# What is a Chargeback and who initiates them?

A chargeback occurs when the cardholder disputes a debit or credit card transaction, prompting the card issuer to decide whether to refund the cardholder for that amount.

The card issuer will do an internal investigation and ask for evidence from the customer that they have tried to resolve the issue from their side.

If they have and provided evidence a chargeback will be sent into Verofy®.

The chargeback process can be quite complex and time-consuming. Unless the card issuer can quickly ascertain that the dispute is invalid, a chargeback will be initiated.

Card issuers will send the chargeback and information into Verofy® we will then forward this chargeback into our merchant.

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