



Quavo Sets High Standard for Trusted Compliant Dispute Management

Reducing risk and raising customer satisfaction through seamless, transparent resolutions

The challenge: Maintaining trust in every transaction

For financial institutions, every disputed transaction is a point of financial risk and test of the customer relationship. Each case must be resolved quickly, accurately and in compliance with strict consumer protection laws such as Regulation E (Reg E) and Regulation Z.

The company built its Quavo Fraud & Disputes (QFD®) platform to help organizations meet those demands — automating the high-volume, high-pressure world of fraud and chargeback management. But technology alone isn't enough. Dispute resolution still requires the careful judgment and empathy that only people can provide.

That's where Quavo's Dispute Resolution Experts (DRE™) come in. The DRE team provides the human touch. They manage investigations end-to-end, including fraud and non-fraud chargeback claims, determining validity, documenting evidence and handling the provisional credit process and final chargeback issuance through Vrol.

As the DRE program entered a new phase of growth, Quavo recognized a vital opportunity to elevate service standards and reinforce operational resilience. To ensure the program's reputation remained gold-standard, the company sought a partner capable of delivering high-level performance stability. This transition allowed Quavo to implement more robust processing frameworks, closing service gaps and setting a new benchmark for compliance and accuracy.

The solution: Rebuilding for precision and accountability

Quavo turned to TaskUs to help re-establish a high-performing DRE function. The company promises gold-standard service — one that accelerates resolutions and enhances trust. That's why our strategy focused primarily on having the right people for the job and making sure they operate seamlessly.

“Quavo doesn't just supply technology; we collaborate with our clients to achieve outcomes. That is one of the key drivers behind the partnership. The TaskUs Risk + Response team brings technological innovation and domain expertise to their client engagements, helping them improve outcomes, not just reduce costs.”

— Dana Riener, Director of Strategic Partnerships, Quavo

Together, we rebuilt the program from the ground up, focusing on expertise, process discipline and transparent reporting. Specifically, we executed the following key strategies:

- **Specialized investigators:** We staffed the program with teammates experienced in fraud and chargeback workflows to accelerate readiness and reduce ramp-up time.



“As online transactions increase, we can expect a rise in fraud, putting platforms at increased risk. Many companies are reducing workforces and cutting costs, making exceptional customer experience more difficult for businesses to provide.

Our partnership with Quavo bridges the gap between the need for automation and an improved cost-efficient workforce.”

— Phil Tomlinson
SVP Global Offerings, TaskUs

Results: Delivering on a core promise

With TaskUs as its operations partner, Quavo delivered on its core promise: To restore financial confidence and institutional trust by simplifying fraud and disputes.

Outcomes of our work together include:

- Improved accuracy and turnaround time across investigations
- Reduced risk of Reg E delays
- Strengthened transparency through weekly dashboards and performance reviews
- Greater confidence from Quavo’s financial-institution clients in both technology and human support

- **Continuous learning and regulatory alignment:** Updated training modules and our real-time Knowledge Grid tool ensured that every agent had the latest guidance on Reg E & Z and internal policies.
- **Quality built into every case:** A dedicated QA team reviewed investigations daily to maintain accuracy and strengthen compliance controls.
- **Operational stability:** Predictive scheduling and attendance adherence tools eliminated service disruptions, keeping turnaround times consistent even at peak volumes.

Quavo also extended our partnership to include customer claim intake, leveraging TaskUs’ deep CX expertise to manage the first step of the dispute process with empathy and precision.

140%

Productivity score vs 100% target

98%

QA average for 3 months vs 95% target

0.38%

Reg E errors vs <1% target



About Quavo

Quavo is a leading technology partner and strategic advisor, helping financial institutions (FIs) build trust-driven customer relationships through faster, more transparent dispute resolutions. Our mission is to restore financial trust by simplifying fraud and disputes. Quavo's award-winning technology automates the entire dispute lifecycle, from intake to resolution. FIs can pair this end-to-end solution with our expert-led back-office investigation team in one turnkey managed service. Scalable for institutions of all sizes, Quavo's solutions reduce losses, ensure compliance, and enhance customer loyalty.

Learn more at www.quavo.com.



About TaskUs

TaskUs is a leading provider of outsourced digital services and next-generation customer experience to the world's most innovative companies, helping its clients represent, protect, and grow their brands. Leveraging a cloud-based infrastructure, TaskUs serves clients in fast-growing sectors, including social media, e-commerce, gaming, streaming media, food delivery and ride-sharing, technology, financial services, and healthcare. As of September 30, 2025, TaskUs had a worldwide headcount of approximately 63,800 people across 30 locations in 13 countries, including the United States, the Philippines and India.

For more information, please visit:

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