

Visa Chargeback Monitoring Program Renamed as Visa Dispute Monitoring Program

Global | Acquirers, Issuers, Processors, Agents

Visa Network



Overview: The Visa Chargeback Monitoring Program will be renamed as the Visa Dispute Monitoring Program. Visa is also reminding clients of upcoming changes to fraud and dispute volume thresholds.

In April 2018, Visa replaced the use of the term “chargeback” with “dispute.” As such, the Visa Rules have been modified to reflect the new term. To comply with the new naming convention, as of **1 October 2019**, the Visa Chargeback Monitoring Program (VCMP) will be renamed as the Visa Dispute Monitoring Program (VDMP). There will be no other changes to the program timeline.

Program Name Change

The purpose of this change is to align the program name with the terminology used in the Visa Rules. This change will impact the following:

- The Visa Risk Performance Tracking (VRPT) application will display VDMP instead of VCMP.
- Any timelines, reports, billing and notifications with the previous program name will display the new name.
- The remediation plan will display the new name.
- Any references to chargebacks will be replaced with disputes.

The rules regarding VCMP will be updated to reflect this change. Existing cases will continue in the program under the new name (VDMP) with no changes to their timeline or status.

Reminder of Additional Upcoming Changes

As announced in the 7 February 2019 edition of the *Visa Business News*, Visa will apply new thresholds to improve the efficiency of the Visa Fraud Monitoring Program (VFMP), VDMP and the Visa Acquirer Monitoring Program (VAMP), **effective 1 October 2019**.

Mark Your Calendar:

- Fraud and dispute volume thresholds will be reduced (**1 October 2019**)

Related Training From Visa Business School:

- [Disputes](#)
- [Risk](#)

Program Thresholds

The updated program thresholds are outlined in the following table. Each month, Visa will identify an acquirer under VAMP or a merchant (and its acquirer) under VDMP and/or VFMP, if the acquirer or merchant meets or exceeds these thresholds:

Program	Threshold Criteria
VDMP Standard Program	<ul style="list-style-type: none">100 or more in dispute count and0.9% or higher ratio of dispute count-to-sales count
VDMP Excessive Program	<ul style="list-style-type: none">1,000 or more in dispute count and1.8% or higher ratio of dispute count-to-sales count
VFMP Standard Program	<ul style="list-style-type: none">USD 75,000 or more in fraud amount and0.9% or higher ratio of fraud dollar-to-sales dollar amount
VFMP Excessive Program	<ul style="list-style-type: none">USD 250,000 or more in fraud amount and1.8% or higher ratio of fraud dollar-to-sales dollar amount
VAMP Standard Program	<ul style="list-style-type: none">USD 500,000 or more in fraud amount and/or 750 or more in dispute count and0.75% or higher ratio of fraud dollar-to-sales dollar amount / dispute count-to-sales count

Early Warning Notifications

Early Warning notifications provide acquirers and merchants an opportunity to reduce fraud and/or dispute levels before a merchant and its acquirer are identified in VAMP, VDMP and/or VFMP. Visa will provide acquirers with monthly Early Warning notifications when their merchants do not exceed the program standard thresholds but have met the following qualifications in the previous month:

Early Warning Type	Qualification Criteria
VDMP Early Warning	<ul style="list-style-type: none">75 or more disputes and0.65% or higher ratio of dispute count-to-sales count
VFMP Early Warning	<ul style="list-style-type: none">USD 50,000 or more in fraud amount and0.65% or higher ratio of fraud dollar-to-sales dollar amount
VAMP Early Warning	<ul style="list-style-type: none">USD 250,000 or more in fraud amount and/or 375 or more in dispute count and0.45% or higher ratio of dispute count-to-sales count / fraud dollar-to-sales dollar amount

Next Steps

Acquirers should notify their merchants and agents that the VDMP, VFMP and VAMP program thresholds are being lowered **effective 1 October 2019** and take steps to ensure they maintain adequate risk controls to stay below program thresholds. In order to avoid identification in Visa compliance programs, Visa also recommends that acquirers carefully review the business practices of any merchants that use free trial periods and/or recurring billing models to ensure their terms and conditions are properly disclosed to consumers and that they operate in compliance with the Visa Rules.

Visa reserves the right to update the risk compliance programs and to levy, waive or suspend any program fees or non-compliance assessments, as it deems appropriate, to protect the integrity of the payments system.

Additional Resources

["Visa Dispute and Fraud Monitoring Programs Will Be Updated,"](#) *Visa Business News*, 7 February 2019

Note: For Visa Online resources, you will be prompted to log in.

For More Information

AP, Canada, CEMEA, LAC, U.S.: Contact your Visa representative. Merchants and third party agents should contact their issuer or acquirer.

Europe: Contact Visa customer support on your country-specific number, or email CustomerSupport@visa.com.

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