

Client Success Story

A Top 3 Car Rental Company Recovers Over \$57M With a 65% Win Rate

Company Facts

Location — USA

Industries — Car Rental

Industry Overview

Our client is a leading global provider of mobility solutions, offering car rental services and vehicle leasing options. With a diverse fleet of vehicles and a strong presence in the industry, they deliver reliable and convenient transportation solutions to customers.

Challenge



The internal team at our client did not have the bandwidth nor expertise to effectively handle the chargebacks they were facing. Their chargeback win rate was only 18%, and they lacked a systematic analysis of chargeback trends and volumes.

Approach



We conducted training sessions prior to client onboarding to make the process seamless. Our strategic approach to addressing customer queries and representing technical chargebacks significantly reduced revenue loss. By implementing lean project methodologies, we successfully enhanced the efficiency of dispute resolution.

Solution



We used Smart Chargeback Representation™ and our proprietary FPR platform to handle disputes across multiple locations, MIDs, processors, and ERPs. Our data-driven approach to chargeback representation resulted in an impressive 71% win rate for our client.

\$57M

Recovered*

65%

Win Rate*

100%

Chargeback Coverage

“Performance results are good, and support provided by CBG is very good.”

– Sr. Manager Product – Global Payments

Request a Demo

Chargebackgurus.com

Chargeback Gurus helps businesses protect and recover revenue by providing innovative chargeback management solutions, AI analytics, and insights powered by our proprietary FPRONE platform.