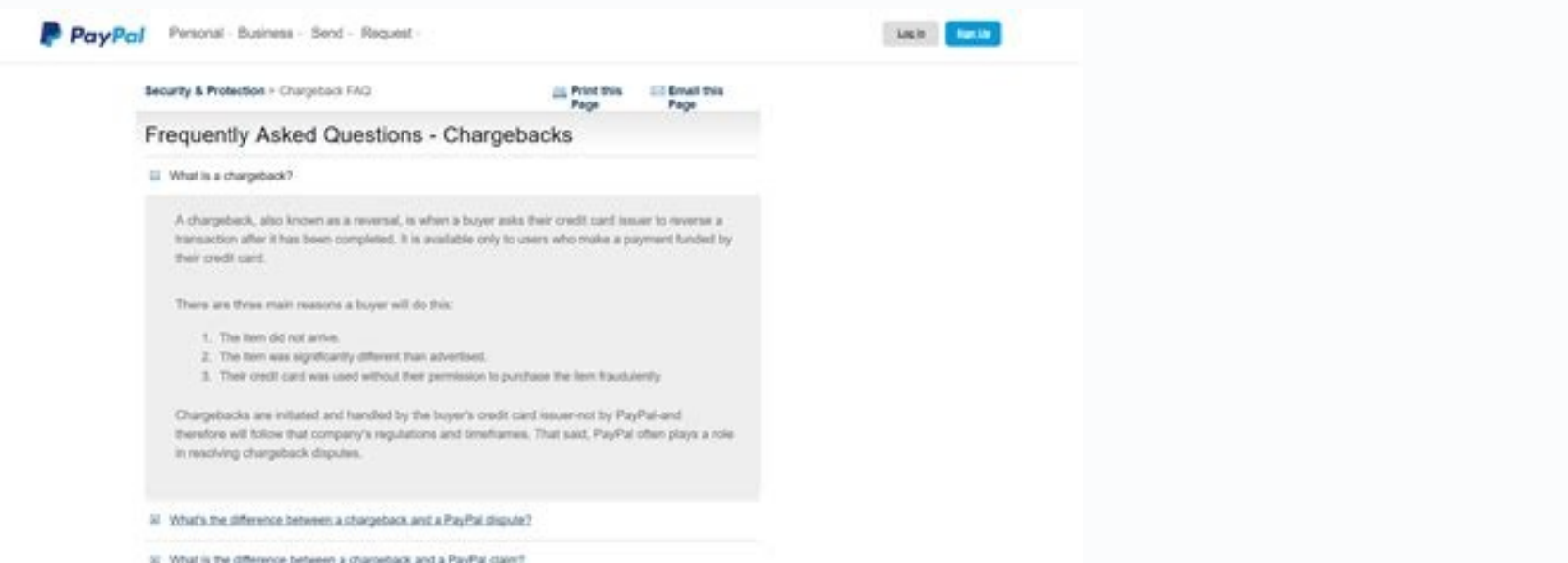
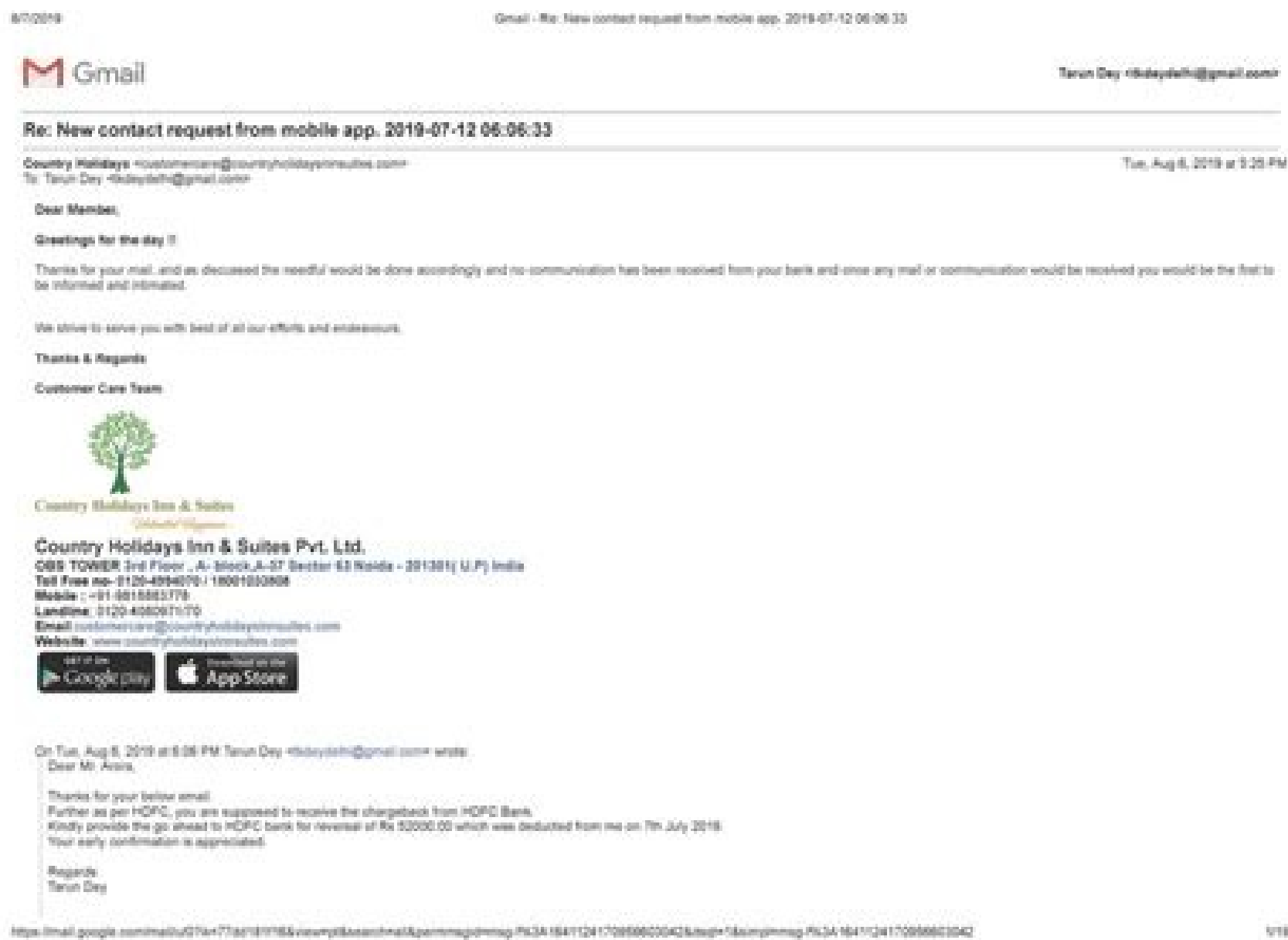


I'm not robot!

CREDIT CARDS



1. Retrieval Request

(initial phase)

Process ends if:

- 1) Merchant accepts liability.
- 2) Issuing bank is satisfied with submitted information.
- 3) Merchant doesn't respond on time.

Process advances to the next cycle if Merchant responds on time and issuing bank isn't satisfied.

2. Chargeback

(possible initial phase; chargeback is issued without prior retrieval request)

Process ends if Merchant accepts liability.

Process advances to the next cycle if Merchant decides to represent the chargeback.

3. Representation

Process ends if issuing bank is satisfied with the representation.

Process advances to the next cycle if issuing bank isn't satisfied with the representation.

4. Pre-arbitration

Process ends if Merchant accepts liability.

Process advances to the next cycle if Merchant decides to request arbitration.

5. Arbitration

(final phase)



