

REFUNDS SUITE

DIGITIZE YOUR CUSTOMER BALANCE REFUNDS



Our savings calculator can assess how much you could save if you convert your payments to a refund program.

Wirecard offers a refund solution designed to benefit your customers in a way that is safe, secure, and easy to manage. Our product delivers a consistently positive experience for our clients and their customers. We can streamline your customer payments and fund disbursements, reduce operational costs, and provide comprehensive program management expertise. This unique approach results in reduced liabilities and increased customer satisfaction.

The Solution

Our hassle-free turnkey refund solution helps you optimize your refunds program and increase customer engagement. We offer complete program customization, including cardholder account management website, card design, and marketing materials, as well as payment choices that allow your customers to choose their preferred refund payment method.

Key Benefits

Customer Benefits

- ▶ Convenient, flexible, and secure access to refunds
- ▶ Faster delivery and immediate access to funds
- ▶ Fraud liability protection on card funds
- ▶ 24/7 multilingual customer service

Partner Benefits

- ▶ Transfer of responsibility for refund payment to Wirecard
- ▶ Eliminate administrative costs
- ▶ Revenue share opportunities derived from card usage
- ▶ Offload escheatment costs and liability
- ▶ Delivery and packaging create winback touchpoint and opportunity

How It Works

- ▶ The refund is a personalized prepaid Visa® or Mastercard® branded card
- ▶ Payment is sent to customer with clear, branded messaging
- ▶ All customers eligible for a refund payment can receive a card
- ▶ Customer may choose from prepaid card, virtual card, ACH, or check