Increase customer satisfaction with quicker and more accurate claim resolution.





In today's "on demand" environment, waiting days or weeks to resolve a consumer's claim is unacceptable. Although Regulation E requirements generally allow financial institutions 10 days to research and respond to a consumer's claim, some linger for even longer—and keeping consumers waiting for even a few days can create a negative experience and may even block access to deposited funds. Obtain instant insight into your consumer ATM transactions through Vynamic Branch Transformation | Claims Assist.

CLAIMS RESOLUTION

Enhance your customer's experience by handling their disputes confidently and correctly the first time.

When an ATM transaction is disputed, Claims Managers often have to take the ATM down to begin a manual, time-consuming investigation. With Claims Assist, real-time, extremely detailed transaction data is easily filtered to allow Claims Managers to resolve customer complaints immediately.

FRAUD MANAGEMENT

Minimize your financial write-offs by quickly resolving fraud issues.

Investigating fraud claims is tedious and requires significant research that can take up to 30 days before final completion. Many times, the issuance of a provisional credit is necessary. With Claims Assist, real-time, robust investigations can be done very quickly and right away, providing a faster resolution. The time savings allows Fraud Investigators to devote more time to more complex types of fraud that take deeper personal investigations, and reduces the need to make unnecessary credits.

CONSUMER EXPERIENCE

Strategically determine enhancements for the overall ATM/ Debit experience.

Understanding the types of transactions being conducted, as well as where, when and why transactions are being rejected, are critical factors that ATM/Debit Card Product Managers need to know to make strategic decisions regarding enhanced ATM features. The detailed transactional information provided by Claims Assist helps develop an understanding of consumers' behavior, needs and areas that need customer support and education. It also provides guidance for how the product can be enhanced in the future.

ATM MANAGEMENT

Simplify and streamline processes across your network.

Understanding the detailed, real-time status of your ATMs and being able to proactively react to problems is key to effective ATM Network Management. The ability to easily search any ATM in their network and understand the status and reasons for problems is key to servicing needs.



The adage the "devil is in the details" holds true for business, especially in areas where disputes can be an issue. Claims Assist enables staff to connect the dots between consumer claims and back office information. Centrally connecting to the entire ATM network, Claims Assist provides complete visibility into ATM transactions. Data can be shared, efficiencies can be gained, consumer satisfaction increased, and the interconnectedness can help save costs across your organization.



Claims Assist's operations and control manager (OCM) provides the ability to select short, medium or long detail on the back-end system. Data can be quickly searched and filtered, and since fields are written in plain text, it's easier for non-technical personnel to interpret and provide a quicker resolution.

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Check acceptors are complex devices and the exception scenarios are the most numerous of any transaction type. Claims Assist's detailed log provides a high-quality image of both the front and back of the check so that any disputed amount/issues can be properly analyzed.

DETAILED INFORMATION AVAILABLE

- Workstation status: ATM location and status including cash level
- Transaction log: ATM transaction details including date, time, transaction type, transaction status, reason for rejection, image of checks deposited, etc.
- Check management: Images that drill down to the detail on the front and back of each check
- State and alert: Define groups of messages and recipients to receive these notifications of Hardware messages, Operating Problems, etc.

TAP INTO THE POWER OF CLOUD-BASED APPLICATIONS*

Available as a SaaS (Software as a Service) offering, bank staff can access Claims Assist from any desktop to manage and administer. Diebold Nixdorf manages and maintains the back-end infrastructure from our secure datacenter, reducing the IT burden, while your staff and consumers' experience is dramatically enhanced.

Deployed through a subscription plan, software and infrastructure support (upgrades, bug fixes and application support) are included. The Claims Assist standard SaaS plan has everything needed to ensure consumers' disputes are quickly resolved and issues with ATM functionality can be addressed.

Vynamic Connection Points software (VISTA) is required. (VISTA 5.5 or VCP 6.0 or greater)

*On-premise product is also available

DIEBOLD NIXDORF VYNAMIC SOFTWARE

DN Vynamic is a powerful software portfolio that enables financial institutions to eliminate friction, transforming the user experience and their operations. Flexible and adaptable, DN Vynamic is built to align with how financial institutions operate, and it's bundled to support the modern banking environment including channels, payments, engagement and operations.





To learn more, visit DieboldNixdorf.com.