

**Date:** April 26, 2019  
**To:** All Settlement Clients  
**Subject:** Visa Dispute and Fraud Monitoring Programs Updated  
**Product:** VISA  
**Action:** Informational

### Visa Dispute and Fraud Monitoring Programs Updated

Effective **October 1, 2019**, Visa will reduce the fraud and dispute thresholds of the Visa Fraud Monitoring Program (VFMP) and the Visa Chargeback Monitoring Program (VCMP) from 100 to 90 basis points. Fraud and dispute volume thresholds will be as follows:

Program	Threshold Criteria
VCMP Standard Program	<ul style="list-style-type: none"> <li>100 or more in dispute count <b>and</b></li> <li>0.9 percent or higher ratio of dispute count-to-sales count</li> </ul>
VCMP Excessive Program	<ul style="list-style-type: none"> <li>1,000 or more in dispute count <b>and</b></li> <li>1.8 percent or higher in ratio of dispute count-to-sales count</li> </ul>
VFMP Standard Program	<ul style="list-style-type: none"> <li>\$75,000 or more in fraud amount <b>and</b></li> <li>0.9 percent or higher ratio of fraud dollar-to-sales dollar amount</li> </ul>
VFMP Excessive Program	<ul style="list-style-type: none"> <li>\$250,000 or more in fraud amount <b>and</b></li> <li>1.8 percent or higher ratio of fraud dollar-to-sales dollar amount</li> </ul>

Effective **October 1, 2019** Visa will provide Early Warning Notifications when merchants do not exceed the program standard thresholds but have met the following qualifications in the prior month:

Program	Threshold Criteria
VCMP Early Warning	<ul style="list-style-type: none"> <li>75 or more in dispute count <b>and</b></li> <li>0.65 percent or higher ratio of dispute count-to-sales count</li> </ul>
VFMP Early Warning	<ul style="list-style-type: none"> <li>\$50,000 or more in fraud amount <b>and</b></li> <li>0.65 percent or higher ratio of fraud dollar-to-sales dollar amount</li> </ul>

Please contact Heartland with any questions.