

**Date:** September 16, 2019  
**To:** All Clients  
**Subject:** Mastercard Dispute Resolution Initiative  
**Product:** Mastercard  
**Action:** Informational  
**Related PMB:** 1084

### Mastercard Dispute Resolution Initiative

As previously communicated, Mastercard announced the Mastercard Dispute Resolution Initiative (DRI) to enhance the dispute resolution process by simplifying and improving the efficiency of handling disputes as well as preventing invalid disputes. Heartland is pleased to announce we have successfully implemented the DRI changes without any interruption in service to our clients on August 26, 2019.

Two new fields have been added for "Claim ID (MC only)" and "Event/Request ID (MC only)" to the Disputes portal at the bottom of the Details screen. These are reference only fields. There are no functionality changes to the Disputes portal.

Please contact Heartland with any questions.