

AMERICAN EXPRESS

DISPUTES MINI WEBINARS

Thanks for your interest in our Disputes Mini Webinars.

To support our Merchant Members as efficiently as possible with questions on disputes, we are offering a series of short 15-minute webinars each focused on one of the most common reasons for Card Member disputes. We hope these sessions will be valuable and help you minimise unnecessary chargebacks.

What's covered

- What do the Reason Codes mean? (ISO 4513, 4554, 4553)
- What information is included in the notification emails for Merchants when a dispute arises?
- What you should do when you receive a chargeback?

How to participate

Simply **pick your topic** of interest and **preferred date** from the schedule below and contact our Customer Value Experience Team (CVX) to reserve your place at apac-cvet@aexp.com

Date	Time	Topic (Reason Code)
April 26th (Wed)	3:00-3:15pm AEDT/AEST	Credit not presented (4513)
May 10th (Wed)	3:00-3:15pm AEDT/AEST	Goods & Services not as described, damaged or defective (4553)
May 24th (Wed)	3:00-3:15pm AEDT/AEST	Goods & Services not received (4554)
June 14th (Wed)	3:00-3:15pm AEDT/AEST	Credit not presented (4513)
June 28th (Wed)	3:00-3:15pm AEDT/AEST	Goods & Services not as described, damaged or defective (4553)
August 9th (Wed)	3:00-3:15pm AEDT/AEST	Goods & Services not received (4554)
August 23rd (Wed)	3:00-3:15pm AEDT/AEST	Credit not presented (4513)

See you soon

We look forward to your enrolment and to seeing you at the Disputes Mini Webinars. You can also find out more on a wide variety of topics about managing disputes.

[Learn more about disputes](#)