

Prevent Disputes on Recurring Transactions



DON'T
do business
WITHOUT IT™

Here are some **tips for protecting your business from costly disputes** on recurring Card Member transactions. If a potential dispute is raised, please take the following important three steps:

- Respond to your Merchant Service Provider by the reply by date.
- Submit all requested documentation and any additional relevant information.
- Completely address the reason for the dispute in your written response.



Handling purchases

- **Disclose terms of billing and cancelation** clearly and prominently to make the cancelation process easy for Card Members.
- **Send confirmation notification** outlining the frequency of payments, cancelation policy, process and contractual time frames.
- **Send reminders for upcoming payments** and notify Card Members of any changes.



Cancelling payments

- **Encourage Card Members to contact you** directly for any concerns and cancelations.
- **Ensure your cancelation process** is clear and simple.
- **Cancel recurring payments immediately** when you receive a request to discontinue them.



Responding to a dispute

- **Respond with proof** that Card Members provided consent to be billed on a recurring basis.
- **Include a copy of the cancelation policy** to which Card Members agreed.
- **Provide confirmation of cancelation** of recurring payment.

For free trials

- Send enrollment notification to Card Members and keep documentation.
- Send reminder notifications before submitting recurring billing charges, giving Card Members a fair amount of time to cancel.

To avoid complications

- If Card Members cancel before contract expiration, stop recurring transactions on American Express® Credit Cards and make alternative payment arrangements to fulfill contract.
- Ensure your business name, website and customer service number is updated on all customer communications.

For cancelations

- If you receive a chargeback but have no record of the request to cancel, please discontinue recurring payments immediately and respond with requested documentation.
- Once you've canceled, contact Card Members directly to make alternative payment arrangements to fulfill any remaining contract terms.

To learn more about how to protect your business, visit americanexpress.com/us/disputesmanagement.