



FIS Recognized as Top Provider for Chargeback Management Capabilities by Juniper Research

June 17, 2025

Key Facts:

- FIS has received the No. 1 spot on the new Chargeback Management Competitor Leaderboard from Juniper Research.
- The report highlighted FIS as standout all-rounder in the industry for its extensive coverage across chargeback lifecycles and robust merchant relationships.
- The accolade stands as testament to the impact delivered by FIS' integrated payments ecosystem, helping issuers unlock meaningful efficiencies when the world's money is in motion.

JACKSONVILLE, Fla.--(BUSINESS WIRE)--Jun. 17, 2025-- **FIS**[®] (NYSE: FIS), a global leader in financial technology, has been recognized as the No. 1 provider in Juniper Research's new Chargeback Management Competitor Leaderboard. The ranking, which evaluated the top 15 chargeback management platforms, highlighted FIS' comprehensive capabilities in prevention and dispute management, with nods specifically given to its Dispute Management Services and its software-as-a-service solution [FIS CBK](#), which employs process automation to help ease the burden of repetitive chargeback tasks.

"According to [a recent FIS survey](#) of 1,000 C-suite business leaders across various industries, 79% identified fraud as a leading cause of disharmony in their systems and finances," said Kim Bynan, head of Issuing Solutions at FIS. "Problematic chargebacks continue to be a growing element of fraud-related losses, and illustrates the wider urgency to use process optimization to help protect their revenues and drive growth. We're grateful for this recognition from Juniper Research, as it's a testament to our ability to help unlock those benefits on their behalf."

The recognition comes as part of Juniper Research's new report, [Global Chargeback Management Market 2025](#), which provides a detailed analysis of current systems, key trends, and projected future market opportunities. The report's Competitor Leaderboard focused on critical aspects, such as depth of prevention tools, dispute resolution capabilities, industry-specific applicability, and vendor prospects.

"Juniper Research identified FIS as a standout all-rounder in the industry, given its extensive coverage across chargeback lifecycles and robust merchant relationships," said Nick Maynard, VP of Fintech Market Research at Juniper Research. "FIS' innovative mix of managed services and SaaS solutions provides businesses with the flexibility and breadth to help address fraud proactively, make operations more streamlined and manage disputes more efficiently."

Chargeback management capabilities represent a key part of FIS' ecosystem of payments solutions and services, using open technology APIs to optimize the world's money in motion. With standardized, easily integrated and end-to-end capabilities for card management, issuers of all sizes can power high payment volumes while improving protection for themselves and their customers from fraud risks – a testament to FIS' commitment to helping to unlock innovation across the entire money lifecycle.

Interested parties looking to learn more about FIS CBK can visit <https://www.fisglobal.com/products/fis-cbk>.

[About FIS](#)

FIS is a financial technology company providing solutions to financial institutions, businesses, and developers. We unlock financial technology to the world across the money lifecycle underpinning the world's financial system. Our people are dedicated to advancing the way the world pays, banks and invests, by helping our clients to confidently run, grow, and protect their businesses. Our expertise comes from decades of experience helping financial institutions and businesses of all sizes adapt to meet the needs of their customers by harnessing where reliability meets innovation in financial technology. Headquartered in Jacksonville, Florida, FIS is a member of the Fortune 500[®] and the Standard & Poor's 500[®] Index. To learn more, visit [FISglobal.com](#). Follow FIS on [LinkedIn](#), [Facebook](#) and [X](#).

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