

## Preface

This guide is intended to help you to perform the refund procedure (chargeback) from scam brokers.

We do gradually depict the procedure, explain how to indicate the reason for protesting operations and how to submit an application in the bank on your own. This manual contains the compiled and structured experience of Mychargeback in the area of money return. During our work, we have helped people from 6 continents to return money from fraud brokers for a total amount of more than \$ 5,000,000.

Every day we receive hundreds of requests for assistance in return of funds. We do carefully process and analyse each one and look for means for reimbursement. This guide is designed to maximize the effectiveness of the self-help when one applies for a chargeback on his own. In our company each file is being processed by a team of qualified professionals. Each of them is responsible for a certain stage of the application and return process. Since the return procedure is not an easy task, we highly recommend very carefully to work over each step and precisely follow the instructions.

Remember that in our case, the application is being processed by a whole team of experts. If you decide to follow the self-service chargeback approach, you need to follow the steps below. The plan is based on our many years professional experience in this area. In addition to information on how to properly initialize the chargeback procedure we have added 3 exclusive bonuses:

**BONUS 1:** What you didn't know about - how to expose a broker and increase the chances of a successful reimbursement!

**BONUS 2:** 10 Mychargeback rules on how not to become a victim of a cheater in the future!

**BONUS 3:** New dodgy tricks of fraud brokers in 2018!

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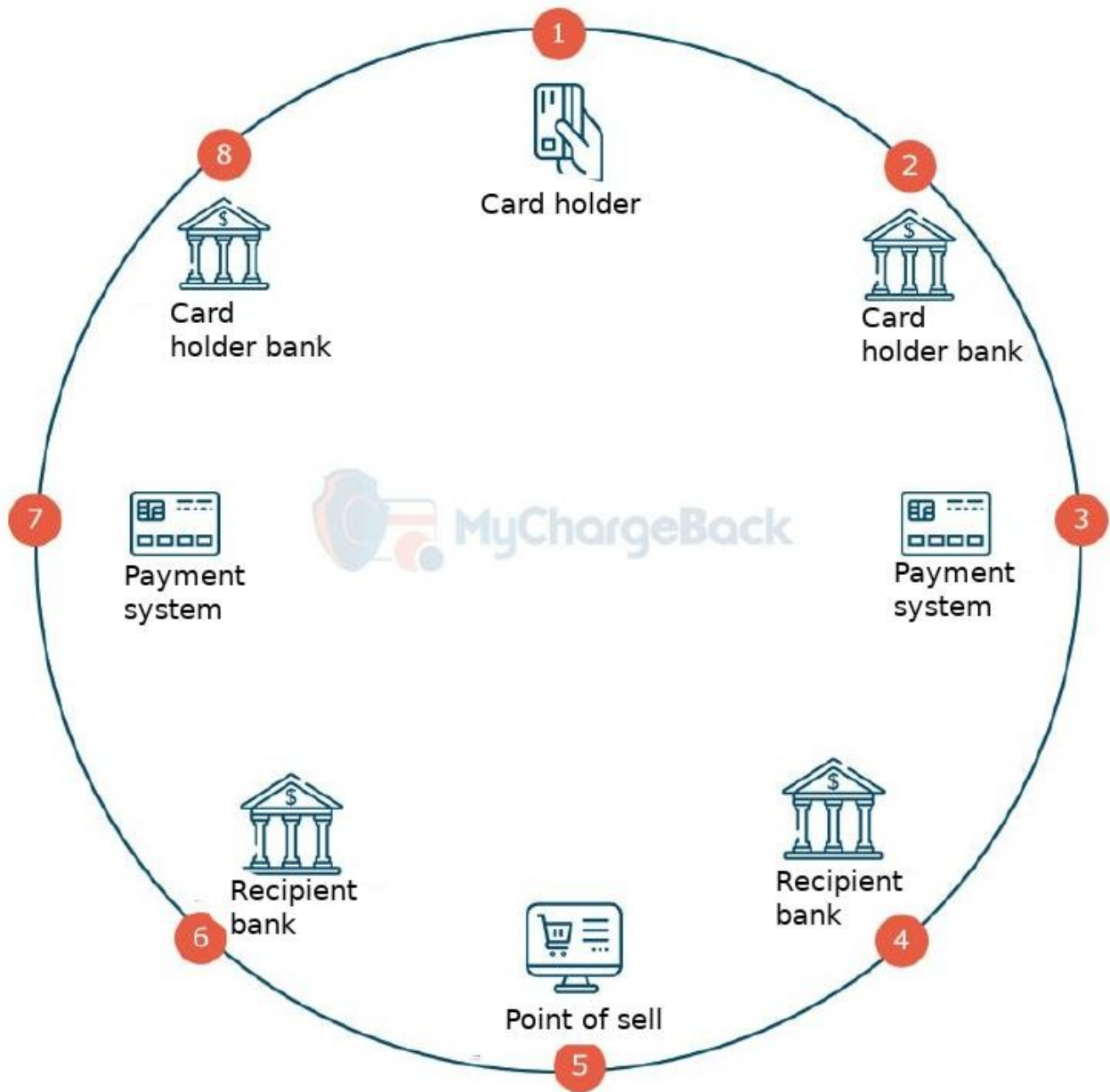
About Mychargeback

## 1. What is a chargeback

The chargeback is the process of challenging bank card transactions made by the holder in a point of sell or using an online store. The procedure is usually initiated by the cardholder. But in some cases the initiator may be the bank. The reason for it may be for example an incorrect write-off amount or a system failure.

The procedure is performed as follows: the card holder submits to the bank that has issued the card a respective statement, objecting the transaction. It can be obtained from a representative of the bank or, if the bank does not have a special application form, then you can apply in a free form. The holder must outline the reason why he/she considers the operation being void or fraudulent and attaches all the documents available for this operation (checks, invoices, correspondence, evidence that a service or goods were not provided).

Next, the credit institution conducts an investigation. It submits the cardholder request together with the attached documents, to the Mastercard or Visa payment system, those in turn inform the acquirer bank (recipient bank) and in case the claim is correct, the erroneously charged amount is returned to the card holder by the point of sell.



**1. Card holder**

Transaction Dispute  
Provision of all necessary information

**2. Card Issuer (Cardholder Bank)**

Overview of the possibility to object transactions. If necessary, returns the transaction (charges it back) from the recipient bank account through a payment system such as Visa, MasterCard, etc.

**3. Payment system**

Reimbursements and responsibility for compliance with technical criteria.

**4. Recipient Bank**

Reception and resolving of return requests, sending of a notice to the seller (point of sell)

**5. Seller**

Receiving of a request to return the money to the card holder. If necessary and under certain conditions can challenge the decision of the card issuer and not return the money. However if the conditions were not really met, the seller may have to accept the claim and return the disputed amount.

**6. Recipient bank**

The direction of the decision to return the payment to the Payment system.

**7. Payment system**

Notification	of	the	card	issuer	about	the	decision
Card		Issuer		(Cardholder			Bank)
Customer		notification		of			refund
card							owner
Receives funds in your bank account							