

Common Dispute Red Flags

Last Modified on 12/23/2025 9:02 am EST

Fraudulent Disputes

Be alert for potential fraud:

Warning signs:

- Customer disputes multiple bills in a row
- Claims are vague or change during conversation
- Refuses to provide information for investigation
- Threatens legal action immediately without investigation
- Account history shows pattern of disputes followed by credits
- Customer becomes hostile when asked basic questions

How to handle:

- Proceed with standard investigation
- Document everything carefully
- Don't accuse customer of fraud
- Escalate if pattern is clear
- Flag account for supervisor review

Chronic Disputers

Some customers dispute every bill:

Approach:

- Investigate each dispute thoroughly
- Document patterns
- After multiple unfounded disputes, require more evidence from customer
- Suggest they review their usage online regularly
- May need supervisor involvement to set boundaries

"I see you've disputed your last [X] bills, and each time we've found the billing to be accurate. I'm happy to investigate this one as well, but I'd also like to help you understand your usage better so these surprises stop happening. Would you be open to having me walk you through how to monitor your usage online between bills?"

