



**Accertify**  
AN AMERICAN EXPRESS COMPANY

**AIRFRANCE** **KLM**  
GROUP

With Accertify, Air France and KLM have achieved 60%<sup>1</sup> in cost savings from 2018 to 2022 with an increased chargeback dispute win rate.

<sup>1</sup> Based on 2022 Client Data

# Customer Overview

Since 1933, Air France and 1919 KLM have been flying around the world. With activity divided between air passenger transport, freight, maintenance and aeronautical servicing, Air France and KLM are major players in the aviation sector.

Air France and KLM, Royal Dutch Airlines and Transavia are from the Air France-KLM Group.

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Air France-KLM Case Study 2023



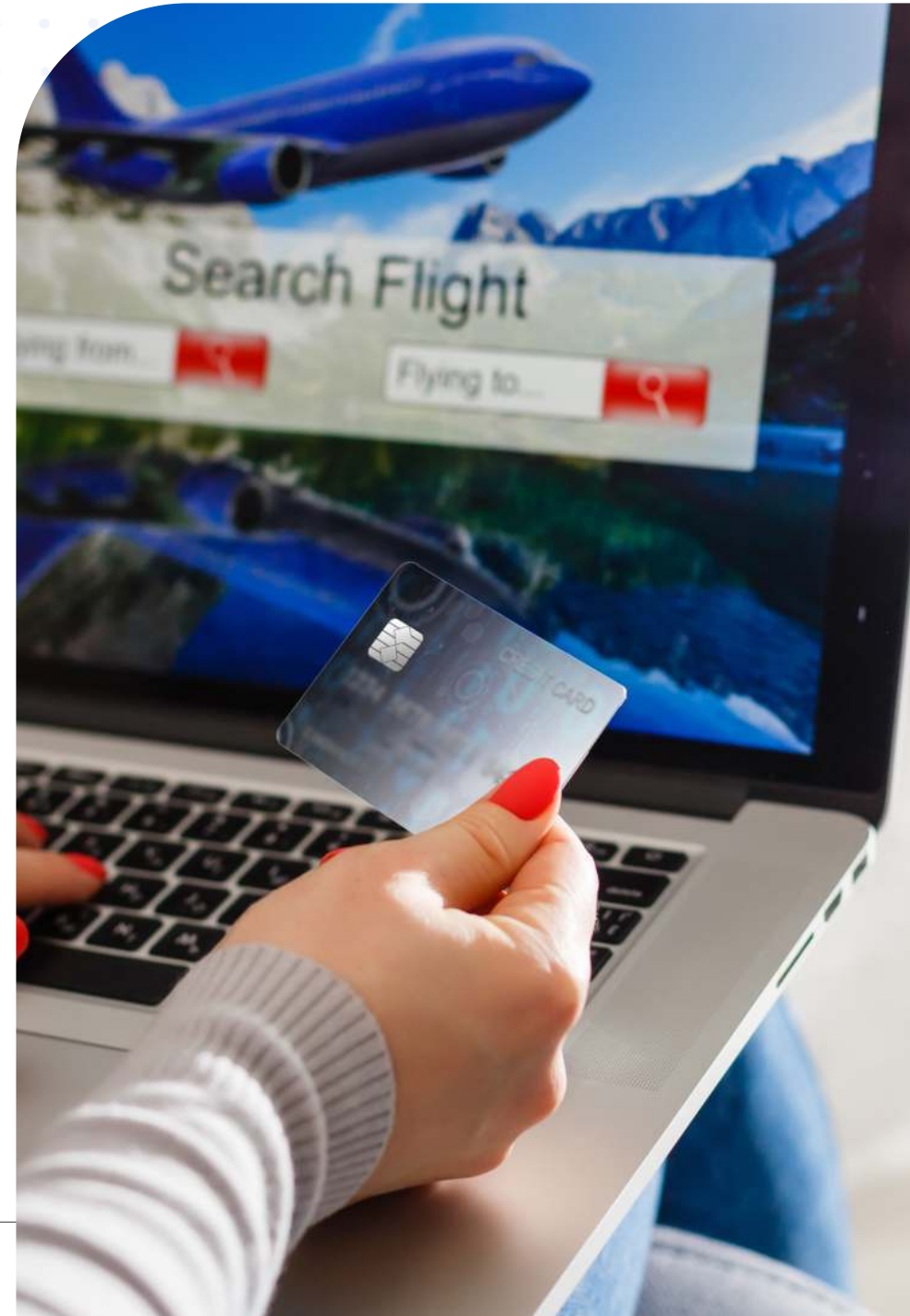
# The Situation

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Air France and KLM were defending chargebacks on each acquirer tool with a dedicated internal technician team.

In 2018, Air France and KLM decided to strengthen and improve their chargeback handling and came to Accertify for help. Accertify gathered all acquirer chargeback data in one single, streamlined platform.

Air France and KLM utilised Accertify's Strategic Risk Services option to transfer part of its internal chargeback defence activity with acquirers added in phases. The availability of a dedicated Strategic Risk Services team has been very helpful to face the seasonal summer peak of activity.



# The Solution

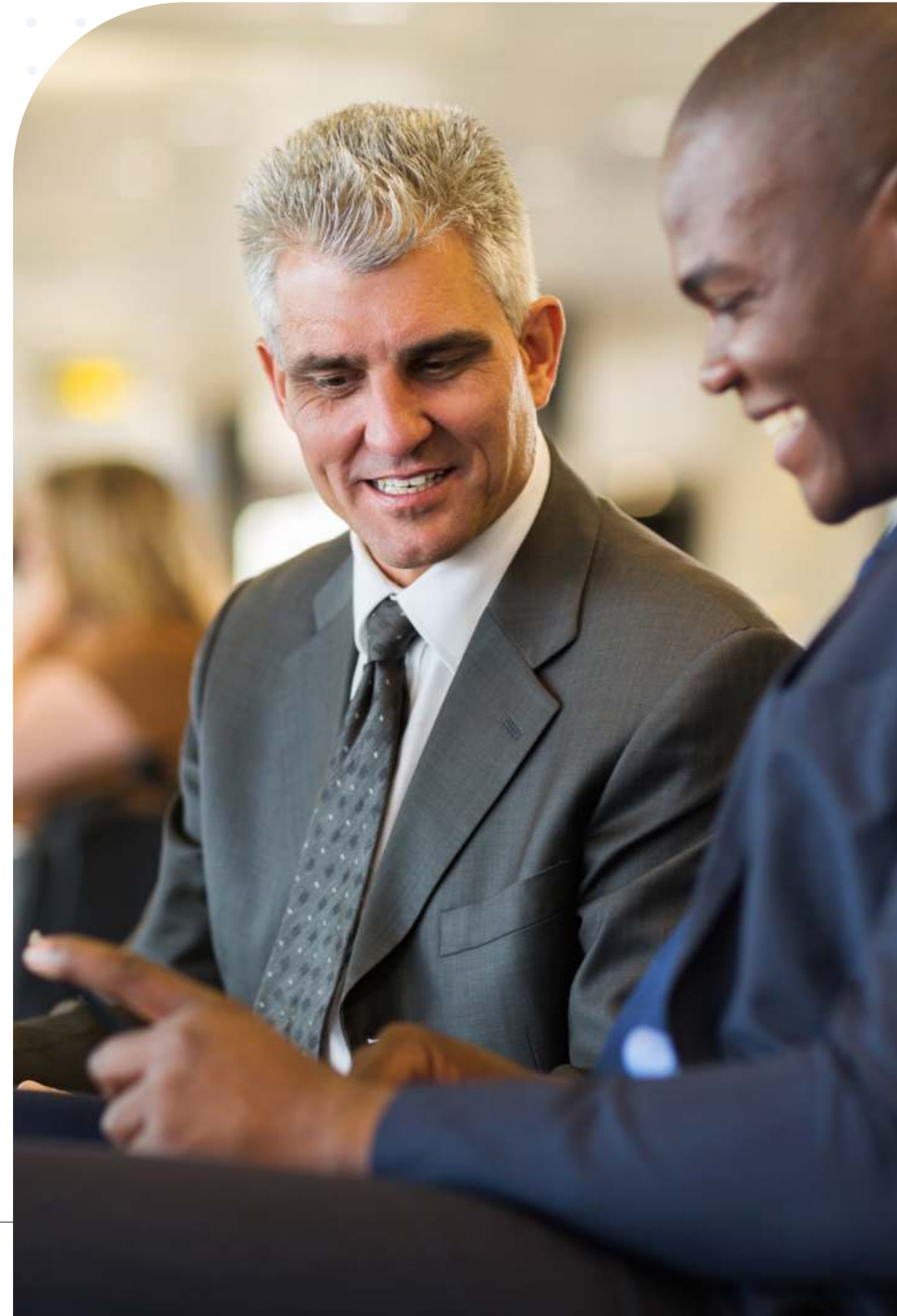
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Air France and KLM chose Accertify to process all chargebacks in one single platform with an automatic data feed.

They required Accertify's Strategic Risk Services team to be able to defend every type of chargeback through the platform. This allowed Air France and KLM to:

- ✓ Prevent chargebacks
- ✓ Reduce costs
- ✓ Improve efficiencies
- ✓ Provide consistency in reporting with all documentation in one place

Currently, Air France and KLM use Accertify Chargeback Management and the Strategic Risk Services Team.



# Implementation

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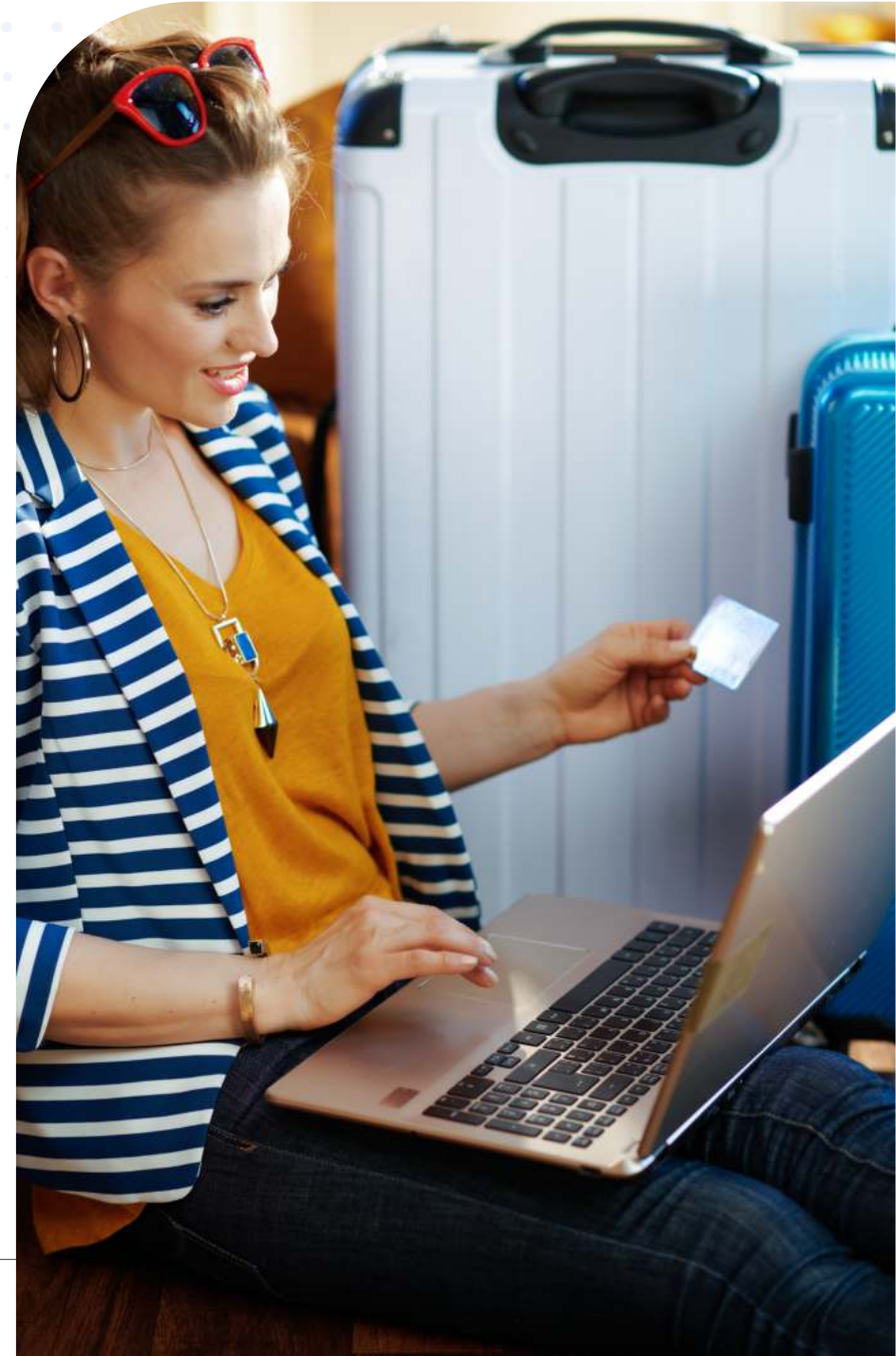
The project integrated all major Air France and KLM acquirers so collaboration was essential. There were joint weekly meetings to follow-up and close-out actions items to ensure success.

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“ Prior to Accertify our processes were extremely manual and since implementing Accertify’s automated interface, it has been a win-win for Air France and KLM and for Accertify. ”

- Fabrice Planchon, Process Monitoring Manager

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# Results

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Air France and KLM's work with Accertify has delivered desired results and more. The primary goal of increasing the chargeback dispute win rate was achieved, but the unexpected benefits only enhanced the relationship between the companies.

Since collaborating with Accertify, Air France has seen 60%<sup>1</sup> in cost savings from 2018 to 2022. As a bonus, this strategic relationship also resulted in a 20%<sup>2</sup> savings in time handling disputes thanks to the streamlined nature of Accertify Chargeback Management.

Monthly calls offered the opportunity to review activity, performance, the win/loss ratio and discuss any topic relevant to the collaboration. This structure gives Air France and KLM the support it needs without weighing on internal resources.

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**“** We plan to transfer 100% of Air France and KLM chargeback handlings to Accertify and increase joint efficiency. **”**  
- Fabrice Planchon, Process Monitoring Manager

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<sup>1,2</sup> Based on 2022 Client Data





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