Circa Sports achieves **75% fewer chargebacks and a 215x higher dispute recovery rate** with PXP

Circa Sports is a renown sports betting brand, known for operating the world's largest sportsbook at the Circa Resort & Casino. The PXP Gateway has powered payments for Circa since late 2021 in Illinois and Kentucky, helping them substantially reduce chargebacks and recover a far greater share of disputed funds.

PXP processes deposits and withdrawals for Circa's regulated sportsbook operations across Illinois and Kentucky through a single integration. Players can deposit and withdraw using the methods they prefer, including Visa, Mastercard, PayPal and VIP Preferred, while PXP's fraud controls protect Circa's revenue without adding friction for genuine players.

5+ years
processing with PXP

75%
fewer chargebacks
since 2023

215x higher
dispute recovery rate
*from **0.23%** in 2023 to **49.43%** in 2026*

> *"PXP demonstrates exceptional communication and partnership through every engagement. From the moment an issue is identified through final resolution, their team remains responsive, transparent, and proactive the whole way through."*

America Castellanos
Payments Manager, Circa Sports

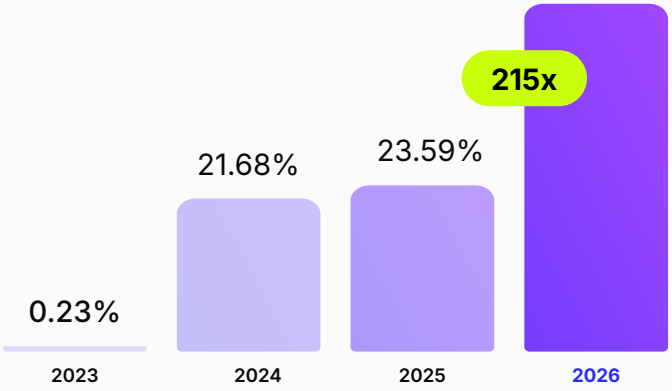
How PXP supports Circa Sports

- **One integration for every method.** One Gateway integration supports the payment methods Circa's players need, with Visa, Mastercard, PayPal and VIP Preferred available for both deposits and withdrawals.
- **Fraud prevention parameters.** PXP worked closely with Circa to implement and refine its fraud prevention parameters. Multiple risk checks reduce disputed charges and fraudulent transactions without adding friction for genuine players.
- **Direct account management and support.** PXP's account management and support teams work directly with Circa's team. They follow each issue from identification through to resolution, including issues outside PXP's direct responsibility, working with all parties involved.

Outcomes

- **Chargeback volume:** reduced by nearly 75%, from 1,180 cases in 2023 to 298 in 2026.
- **Dispute recovery rate:** rose from 0.23% in 2023 to 49.43% in 2026.
- **Overall controls:** stronger risk and payment controls across Circa's deposit and withdrawal flows.

Dispute recovery rate **49.43%**



"What sets them apart is their willingness to assist even when an issue falls outside of their direct responsibility. Rather than simply redirecting us elsewhere, they collaborate with all parties involved to help identify the root cause and find a solution."

America Castellanos
Payments Manager, Circa Sports

Bring **40+ years of gaming and sports betting payments experience** into your operation.

One integration for cards, wallets and omnichannel play.

> Learn more and contact us at ***pxp.io/gaming***