



COMMUNITY BANKERS ASSOCIATION OF ILLINOIS

Webinar – On-Demand Web Link

Reg E Requirements for Debit Card Error Resolution: Processing, Disclosure & Investigation

Thursday, June 21, 2018

2 - 3:30 p.m.

Financial institutions must ensure correct interpretation of Regulation E and comply with the requirements for processing error disputes associated with debit card transactions. This session defines and explain the types of transactions covered by Regulation E and debit card requirements. It also define an error according to the regulation, along with the timing requirements for investigation and resolution of unauthorized debit card transactions by your financial institution. Learn how to minimize your institution's losses and ensure compliance with this sometimes tricky regulation.

HIGHLIGHTS

- Accountholder versus institution liability
- The investigation
- Provisional credit
- Required communications
- Recordkeeping

TAKE-AWAY TOOLKIT

- Regulation E error resolution flowchart
- Sample error resolution log
- Employee training log
- Quiz you can administer to measure staff learning and a separate answer key

DON'T MISS THIS RELATED WEBINAR!

Managing Provisional Credit Under Reg E on Thursday, August 30, 2018

This course is eligible for 1.8 AAP credits.

Attendance verification for CE credits provided upon request.

WHO SHOULD ATTEND?

This informative session is designed for card personnel, operations, branch personnel, compliance officers, and AAP candidates.

ABOUT THE PRESENTER

Michele L. Barlow, AAP, NCP, is the vice president at PAR/WACHA (The Premier Payments Resource), headquartered in Wisconsin. Before joining the WACHA team in 2009, Barlow spent several years as a corporate trainer in the financial industry. She is responsible for development and execution of association training and certification programs, conference planning, and member service. Barlow is a member of NACHA's Blue Ribbon Panel, the APRP Oversight Panel, and the Payments Institute Board of Regents. She is active on other national committees, and a frequent speaker at industry events. She obtained her AAP certification in 2010, her NCP in 2011, and became an NCP Certified Trainer in 2012. Barlow holds a bachelors from the University of Wisconsin, Madison.

THREE REGISTRATION OPTIONS

1. LIVE WEBINAR

The live webinar option allows you to have one telephone connection for the audio portion and one Internet connection (from a single computer terminal) to view online visuals as the presentation is delivered. You may have as many people as you like listen from your office speaker phone. Registrants receive a toll-free number and pass code that allow entrance to the seminar. The session is approximately 90 minutes, including question and answer sessions. Seminar materials, including instructions, PIN number, and handouts are emailed to you prior to the broadcast. You need the most-current version of Adobe Reader available free at www.adobe.com.

2. ON-DEMAND WEB LINK**

Can't attend the live webinar? The ON-DEMAND WEB LINK** is a recording of the live event including audio, visuals, and handouts. We even provide the presenter's email address so you may ask follow-up questions. Within five business days following the webinar, you are provided with a web link that can be viewed anytime for the next six months. This link expires six months after the live program date.

3. BOTH LIVE WEBINAR AND ON-DEMAND WEB LINK**

Includes options 1 and 2 above.

NEW! Listen to the on-demand web link on your iPad, iPhone, or Android. Instructions are emailed to you with the on-demand link.

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AFFORDABLE TRAINING, WHEN AND WHERE YOU CHOOSE.

REGISTRATION FORM

Reg E Requirements for Debit Card Error Resolution: Processing, Disclosure & Investigation Telephone/Webcast
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Choose Your Training Option:

Purchase (Check one)	Training Options <i>(Registration includes one location hook-up)</i>	CBAI Member	Prospective-Member*
	Live Webinar	\$275	\$475
	On-Demand Link**	\$275	\$475
	Special Pricing for Live Webinar & On-Demand Link	\$375	\$575

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