



# COMMUNITY BANKERS ASSOCIATION OF ILLINOIS

## Webinar – On-Demand Web Link

**Managing Provisional Credit Under Reg E**  
**Thursday, August 30, 2018**  
**2 - 3:30 p.m.**

Regulation E sets forth the legal framework for investigating alleged unauthorized electronic fund transfers (EFTs) and providing provisional credit to accountholders within specific deadlines. Do you know that your institution is obligated to provide provisional credit even when an accountholder won't file a police report or otherwise cooperate with you? However, your institution isn't required to provide provisional credit if the accountholder won't sign a simple written statement regarding the alleged unauthorized EFT. These nuances and other unique requirements of Reg E can be confusing. Join us to learn how to properly manage alleged unauthorized EFT investigations and provide provisional credit in compliance with Reg E.

### HIGHLIGHTS

- Best practices for conducting a Reg E investigation
- When must provisional credit be provided?
- What can and cannot be required of the accountholder before giving provisional credit?
- Specific deadlines for completing an investigation and providing provisional credit
- How to determine the proper dollar amount of provisional credit required by Reg E

### TAKE-AWAY TOOLKIT

- Detailed sample investigation procedures, including the deadlines for providing provisional credit
- Easy-to-follow matrix to determine the provisional credit dollar amount
- Employee training log
- Quiz you can administer to measure staff learning and a separate answer key

### DON'T MISS THIS RELATED WEBINAR!

**Reg E Requirements for Debit Card Error Resolution: Processing, Disclosure & Investigation on Thursday, June 21, 2018**  
(All webinars are available for six months after broadcast).

**Attendance verification for CE credits provided upon request.**

### WHO SHOULD ATTEND?

This informative session benefits all deposit personnel, tellers, service representatives, new accounts personnel, account officers, managers, auditors, and compliance staff.

### ABOUT THE PRESENTER

**Elizabeth Fast, JD, CPA**, is a partner with Spencer Fane LLP where she specializes in the representation of financial institutions. Fast is the head of the firm's training division. She received her law degree from the University of Kansas, Lawrence, and her undergraduate degree from Pittsburg State University. In addition, she has a Master of Business Administration degree and she is a Certified Public Accountant. Before joining Spencer Fane, she was general counsel, senior vice president, and corporate secretary of a \$9 billion bank with more than 130 branches, where she managed all legal, regulatory, and compliance functions. She is a member of the Missouri State Banking Board by appointment of the governor.

### 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](http://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

Managing Provisional Credit Under Reg E Telephone/Webcast  
 Thursday, August 30, 2018 2 - 3:30 p.m.

**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
	<b>Special Pricing</b> for Live Webinar & <b>On-Demand Link</b>	\$375	\$575

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**Material Delivery Options**

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Check here if you are unable to receive your hook-up instructions and materials via the Internet and hard copies will be mailed to you.

**\*Only financial institutions/firms eligible for CBAI membership.**

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**Please note: On-demand link is available five days after the webinar date and expires six months after.**