

# Electronic Banking

March 2020

**E**lectronic banking provides innovative opportunities for institutions to reach their client base. This seminar will cover practical insights into some of the compliance concerns raised when providing financial services electronically. We will address the claims process as it is impacted by Regulation E, Visa and MasterCard rules, the National Automated Clearing House Association (NACHA) Operating Rules and California law. Some of the questions we will address include: When can an institution deny these claims and does it make a difference whether a claim comes from a consumer or a commercial customer? How does a customer's negligence in handling the card and PIN impact the claims process? What are the documents an institution can request, and how long does an institution have to complete its investigation?

Has your customer been a victim of email compromise or other types of fraud? Did it result in a wire transfer? As part of the presentation, we will look at the risks associated with wire transfer returns, including the risks an institution should factor into its decision to request a wire reversal (as the sending institution), or agree to honor a reversal (as the receiving institution).

We will also discuss the landscape of evolving "FinTech" opportunities and what it means to institutions from a compliance and legal perspective.

## WHO SHOULD ATTEND?

Please invite your operations personnel, compliance officers and staff, in-house counsel and internal auditors.



**Anne McEvilly Esq.**, is a principal of Aldrich & Bonnefin PLC, specializing in regulatory compliance, including banking operations, treasury services and vendor management and contract negotiations. Ms. McEvilly is co-manager of the firm's Operations & FinTech Practice Group. Prior to joining the firm, she was in-house counsel to Toyota and Lexus Financial Services and also counsel to the Resolution Trust Corporation. Prior to practicing law, she worked with California Federal Bank. Anne graduated from Whittier College School of Law and also received her BA from California State University, Long Beach.



## SEMINAR HIGHLIGHTS

- Unauthorized EFTs Claims Handling
  - ◇ Regulation E
  - ◇ Visa/MasterCard rules
  - ◇ NACHA rules
  - ◇ California law
- Email Fraud Schemes and Impact on Wire Processes
  - ◇ When is it OK to request a wire reversal?
  - ◇ What are the risks when a reversal is made?
  - ◇ Should an indemnity commitment be signed?
- FinTech Solutions
  - ◇ Intellectual property considerations
  - ◇ Data privacy and security
  - ◇ Legal and compliance
  - ◇ AML risks

Our **Electronic Banking Seminar** will be held at the following locations.

Note: Hotel locations can vary from month to month.

LOCATIONS	DATE AND TIME	HOTEL INFO	PARKING INFO
SACRAMENTO	Monday, March 2, 8:30 a.m. – 3:00 p.m. Registration closes at noon on Tues. 2/25	Sheraton Grand Sacramento Hotel 1230 J St., (916) 447-1700	Validated self-parking is available in garage on 13th Street, between I and J Streets. Valet-parking not validated.
WOODLAND HILLS	Wednesday, March 4, 8:30 a.m. – 3:00 p.m. Registration closes at noon on Thurs. 2/27	Warner Center Marriott 21850 Oxnard St., (818) 887-4800	We validate for self-parking only.
MONROVIA	Thursday, March 5, 8:30 a.m. – 3:00 p.m. Registration closes at noon on Fri. 2/28	Monrovia Courtyard Marriott 700 W. Huntington Drive, (626) 357-5211	Free self-parking is available.
LOS ANGELES	Tuesday, March 10, 8:30 a.m. – 3:00 p.m. Registration closes at noon on Wed. 3/4	LAX Airport Marriott 5855 West Century Blvd., (310) 641-5700	We validate for self-parking only.
SAN FRANCISCO	Friday, March 13, 8:30 a.m. – 3:00 p.m. Registration closes at noon on Mon. 3/9	Palace Hotel 2 New Montgomery, (415) 512-1111	We validate for hotel valet-parking only.
GARDEN GROVE	Wednesday, March 18, 8:30 a.m. – 3:00 p.m. Registration closes at noon on Thurs. 3/12	Anaheim Marriott Suites 12015 Harbor Blvd., (714) 750-1000	Free self-parking is available.
ONTARIO	Friday, March 20, 8:30 a.m. – 3:00 p.m. Registration closes at noon on Mon. 3/16	Ontario Doubletree 222 North Vineyard Ave., (909) 937-0900	Free self-parking is available.

## SEMINAR RECORDING PLAYBACK - BCG MEMBERS ONLY

	DATE AND TIME	LOGIN INFORMATION
RECORDING PLAYBACK	Tuesday, March 24, 8:30 a.m. - 3:00 p.m. Registration closes at noon on Wed. 3/18	Registrants will receive an email two business days prior to the Seminar Recording Playback with the login information. Registrants also will receive a second email when the pin is activated and the Seminar materials are available to download. There will be live question and answer sessions both during and at the end of the presentation.

## REGISTRATION

**MEMBERS:** To register for this Seminar, please contact your institution's Main Contact, or if you are authorized, log in at <http://register.bankerscompliancegroup.com/subadmin> and select "Register for Events." We recommend that you register as soon as possible as registrations are accepted on a first-come, first-serve basis.

**NON-MEMBERS:** The non-member registration fee is **\$750** for the first person attending from an institution and **\$550** for each additional person from the same institution. To attend this Seminar, registration and confirmation is mandatory. **Non-members may pay by credit card or check.** To pay by credit card, follow the credit card instructions during the online registration process. Major credit cards are accepted. To pay by check, make checks payable and mail to **Aldrich & Bonnefin, PLC, P.O. Box 19686, Irvine, CA 92623-1029** and indicate the event you are registering for. If you haven't registered online with us before, contact Paige Tyler at 800-742-3600 or [info@bankerscompliancegroup.com](mailto:info@bankerscompliancegroup.com) for assistance.

**Cancellation Policy:** We will fully refund your registration fee if we receive your written cancellation request AT LEAST five business days prior to the Seminar date. If we receive your cancellation request after this deadline but before the Seminar date, we will charge you a \$50 administrative fee and refund the balance of your registration fee. If you do not cancel before the Seminar date, your registration fee is non-refundable.

## MATERIALS

For this Seminar, Standard Procedures Manual #5, "Electronic Banking," will be updated. Each member institution will receive via email a link to a downloadable PDF of the Standard Procedures "E-Manual." Non-member attendees will receive one hard copy manual, which will be mailed to the attendee by the end of the Seminar month. All registered attendees will receive a Discussion Outline at the Seminar. Members Only may purchase additional hard copies of SPM #5 during March 2020 for \$60.00 per copy plus shipping charges and applicable sales tax.

## ACCREDITATION

**(Continuing education credit will be provided only to the registrant)**

**MCLE:** Aldrich & Bonnefin, PLC certifies that this activity conforms to the standards for approved education activities prescribed by the rules and regulations of the State Bar of California governing MCLE. This activity has been approved in the amount of **4.75** hours.

**CRCM:** Electronic Banking has been submitted to ABA Professional Certifications for CE credit review and is pending approval. Once the review is complete, we will notify attendees. Contact the law firm for further information regarding the status of our request ([info@bankerscompliancegroup.com](mailto:info@bankerscompliancegroup.com)).

**CPE:** Aldrich & Bonnefin, PLC follows Continuing Education (CE) regulations as outlined in the California Accountancy Act. CE credit may be obtained for Certified Public Accountants and Public Accountants. This activity is eligible for **4.75** hours of CPE Continuing Education credit.