

On-Demand Webinar

ATM/Debit Card and ACH Unauthorized Claims Processes

Originally presented on
January 27, 2021
(2.0-hour program)



WHO SHOULD ATTEND?

- Compliance officers and auditors
- In-house counsel
- Operations administration
- Operations officers

Financial institutions need to ensure that their ATM/Debit Card and ACH unauthorized claims processes are compliant and up-to-date. This webinar addresses 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.

The presentation includes a discussion of relevant changes to the ACH NACHA Operating Rules that take effect in 2021, including changes to the authorization requirements and new limits on the warranty claims process.

Some of the questions we address include: What are the rights of financial institutions when it comes to denying these types of 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?

HIGHLIGHTS

- Regulation E error resolution requirements
- Caps on a customer's liability
- MasterCard & Visa "Zero Liability" rules
- Relevant NACHA Operating Rules, including changes that take effect in 2021
- Process for investigating errors, including timing restrictions
- Sample forms
- Supervisory insights

SPEAKER

Anne M. McEvilly
Principal, Aldrich & Bonnefin

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