

AUGUST 28

2018

Webinar

## ATM and Debit Card Claims Process

Tuesday, August 28  
10:00 – 11:30 a.m.

*Presented by Anne McEvilly  
Principal, Aldrich & Bonnefin*



### WHO SHOULD ATTEND?

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

Presented by Counsel for Bankers' Compliance Group®  
ALDRICH & BONNEFIN, PLC

W

hile the rules covering ATM, debit card and other electronic fund transfer claims have not changed in recent years, financial institutions need to ensure that their claims processes are still compliant and up-to-date. This Webinar will address the claims process as it is impacted by Regulation E, Visa and MasterCard rules, and California law.

Some of the questions that will be addressed include the following: What are the rights of financial institutions when it comes to denying these claims and does it make a difference whether the 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?

As part of our discussion, we will also look at sample forms used in the claims handling process.

### Highlighted areas will include:

- Regulation E error resolution requirements
- Caps on a customer's liability
- MasterCard & Visa "Zero Liability" rules
- Process for investigating errors, including time restrictions
- Sample forms
- Supervisory insights

**A CD also will be available for purchase!**

## August 28, 2018 Webinar — ATM and Debit Card Claims Process

### PRICING

When registering online, please select from the following options:

Live Webinar (Single Connection)	\$255.00 (BCG Members)
	\$355.00 (BCG Non-members)
CD-ROM	\$255.00 (BCG Members)
	\$355.00 (BCG Non-members)
Live Webinar <u>AND</u> CD-ROM	\$460.00 (BCG Members)
	\$640.00 (BCG Non-members)

### REGISTRATION

To register, please contact your institution's Main Contact or, if authorized, log in at <https://register.bankerscompliancegroup.com/subadmin> and select "Register for Events." Registration closes at noon **three business days** prior to the Webinar date. Registrants will receive an email on how to download the materials and make the connection for the presentation two business days before the Webinar.

If you have not established an online event registration account, please contact Nina Gomez at 800-742-3600 or email her at [info@bankerscompliancegroup.com](mailto:info@bankerscompliancegroup.com) to obtain a username and password.

### PAYMENT

**BCG Members:** This Webinar is offered to BCG members on an optional basis. BCG Members will be billed and do not need to pay online or send a check.

**Non-members:** We must receive payment no later than 10:00 a.m. on Thursday, August 23. 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 for which you are registering.

### CANCELLATION

**BCG Members** will be billed \$50 unless we receive a written cancellation notice by 10:00 a.m. on Thursday, August 23.

**Non-members** will be **fully** refunded if we receive a written cancellation notice by 10:00 a.m. on Thursday, August 23. Otherwise, the registration fee, less \$50, will be refunded.

### ACCREDITATION

**MCLE:** As an added benefit we are offering this Webinar to in-house attorneys for MCLE credit. This activity has been approved for Minimum Continuing Legal Education credit by the State Bar of California in the amount of **1.5 hours**. Aldrich & Bonnefin 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 minimum continuing legal education. **SPECIAL NOTICE:** To receive MCLE credit, attorneys will need to download the MCLE forms posted on the conference website and note the two verification codes that will be announced during the Webinar.