

AUGUST 29

2019

Webinar

ATM/Debit Card and ACH Unauthorized Claims Processes

Thursday, August 29
10:00 a.m. – 12:00 p.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

While the rules governing 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, the National Automated Clearing House Association (NACHA) Operating Rules and California law.

Some of the questions we will 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?

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
- Relevant NACHA Operating Rules
- Process for investigating errors, including timing restrictions
- Sample forms
- Supervisory insights

A CD also will be available for purchase!

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&
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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 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.

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