

February 10

2026

Webinar

## ATM/Debit Card and ACH Unauthorized Claims Process

Tuesday, February 10, 2026  
10:00 a.m. – 12:00 p.m. PT

*Presented by*  
**Anne M. McEvilly, Esq.**  
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**Principals of Aldrich & Bonnefin, PLC**



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

**F**inancial institutions need to ensure that their ATM/Debit Card and ACH unauthorized claims processes are 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 additional 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?

### Topics Covered:

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

### WHO SHOULD ATTEND

Compliance officers and staff,  
Chief operations officers, Chief risk officers, Auditors,  
In-house counsel

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&  
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\* Janet Bonnefin has retired from the firm.

## February 10, 2026 Webinar—ATM/Debit Card and ACH Unauthorized Claims Process

### PRICING

When registering online, please select from the following options:

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| Live Webinar ( <b>Live Webinar connection allows only 1 user</b> )         | \$330.00 (BCG Members)     |
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| On-Demand Event ( <b>available 3 business days after Webinar is held</b> ) | \$350.00 (BCG Members)     |
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### REGISTRATION

To register, please contact your institution's Bankers' Compliance Group® Main Contact or, if authorized, log in at <https://register.bankerscompliancegroup.com/subadmin> and select "Register for Events."

Registration for the Live Webinar closes on Thursday, February 5. Registrants will receive an email on how to download the materials and make the connection for the presentation two business days before the Live Webinar.

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If you have not established an online event registration account, please contact Katrina Jensen 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.

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### CANCELLATION POLICY

**BCG Members:** We must receive your written cancellation notice by 10:00 a.m. on Thursday, February 5 with no charge. If we receive your cancellation request after this deadline, we will bill you \$50. However, if we have already sent an email with your PIN by the time we receive your cancellation request, we will bill you the full registration fee.

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

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