

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*

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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

**ON-DEMAND STREAMING AVAILABLE!**

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\*Janet Bonnefin has retired from the firm.

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### PRICING

When registering online, please select from the following options:

Live Webinar <b>(Live Webinar connection allows only 1 user)</b>	\$330.00 (BCG Members) \$410.00 (BCG Non-members)
On-Demand Event <b>(available 3 business days after Webinar is held)</b>	\$350.00 (BCG Members) \$430.00 (BCG Non-members)

### 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.

Streaming the On-Demand Event will be available 3 business days after the Webinar is held. Registrants may stream the event for 60 days after purchase. Registrants will receive an email with instructions on how to access the On-Demand Webinar and download the materials within approximately 24 hours after we have confirmed your payment has been received.

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.

**Non-members:** We must receive payment for the Live Webinar no later than Thursday, February 5. Non-members may pay by credit card or check for the Live Webinar and the On-Demand Event. 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 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.

**Non-members:** We must receive your written cancellation notice by 10:00 a.m. on Thursday, February 5, in which case we will refund your registration fee. If we receive your cancellation request after this deadline, we will refund your registration fee, less \$50. However, if we have already sent an email with your PIN by the time we receive your cancellation request, your registration fee is non-refundable.

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### ACCREDITATION

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

**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 **2.0 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.