

November 29

2022

Webinar

ATM/Debit Card and ACH Unauthorized Claims Process

Tuesday, November 29, 2022
10:00 a.m. – 12:00 p.m. PT

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

Financial 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.

As a part of this presentation we will discuss the recent influx of “peer-to-peer” payments fraud and the push to require financial institutions to shoulder more exposure. Where do we stand on this issue under Regulation E today? What might we expect to see from the CFPB?

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?

HIGHLIGHTS

- 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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PRICING

When registering online, please select from the following options:

Live Webinar (Live Webinar connection allows only 1 user)	\$315.00 (BCG Members) \$415.00 (BCG Non-members)
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REGISTRATION

To register, please contact your institution's BCG 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 **Tuesday, November 22**. 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 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 Tuesday, November 22**, 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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ACCREDITATION

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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.