



Reg. E Compliance– Five Best Practices for Handling Disputes (Webinar)

May 15, 2017 ▪ 3:30pm - 5:00pm

Will your financial institution experience more debit card fraud investigations in 2017? A November 2016 report from the Federal Reserve found that debit card losses to merchants, cardholders and issuers increased 44 percent from 2013 to \$2.41 BILLION in 2015.

What You Will Learn:

Our topic for the webinar will focus on several simple steps to handle Reg E customer disputes and inquiries. Understanding the rules will help you satisfy the regulators but can also SAVE YOUR FINANCIAL INSTITUTION MONEY by only paying the claims that you are required to reimburse for unauthorized transactions. We will review the steps required to handle disputes and inquiries and the time frames for resolving a claim for an unauthorized transaction. The only way you can be sure that your front line staff is complying with this high-profile consumer protection regulation is by providing effective training and sound procedures.

Program Highlights:

- The basic disclosure requirements of Reg E and the definitions that guide the error resolution process.
- What questions should you ask a customer about a disputed transaction?
- What are five “best practices” for handling a Reg E dispute?
- What should be included in an investigation report?
- How do you determine if a customer is liable for an unauthorized transaction? You’ll learn practical suggestions for conducting and documenting an investigation.
- Resources to educate customers about fraud prevention.

Who Will Benefit

This webinar will benefit Customer Service Reps, New Account Reps, Teller Supervisors, Deposit Operations staff, Security and Compliance Officers. NOTE: This webinar will NOT address Visa or MasterCard zero liability rules; only the Federal Reg E dispute provisions are included.

Workshop Instructor



Susan Costonis is a compliance consultant and trainer. She specializes in compliance management along with deposit and lending regulatory training. Susan has successfully managed compliance programs and exams for institutions that ranged from a community bank to large multi-state bank holding companies. She has been a compliance officer for institutions supervised by the OCC, FDIC and Federal Reserve. Susan has been a Certified Regulatory Compliance Manager since 1998, completed the ABA Graduate Compliance School and graduated from the University of Akron and the Graduate Banking School of the University of Colorado. She regularly presents to financial institution audiences in several states and “translates” complex regulations into simple concepts by using humor and real life examples.



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Registration Form

(For additional registrations, please make copies.)

Connection 1

Mr./Mrs./Ms. _____
 Bank _____
 Email Address _____
 Branch Street Address _____
 City, State, Zip _____
 Phone _____
 Fax _____

Connection 2

Mr./Mrs./Ms. _____
 Bank _____
 Email Address _____
 Branch Street Address _____
 City, State, Zip _____
 Phone _____
 Fax _____

Payment Options

Check (Made payable to the Louisiana Bankers Association)

Visa MasterCard American Express

Card # _____ Expiration Date _____

Credit Card Billing address _____

Name on Card (Please Print) _____

Signature _____ Amount to be Charged on Card \$ _____

I cannot participate in the live program.

Please send me the recording :

\$165 (member fee)

\$265 (non-member fee)

*Recording and materials will be emailed after the program.

Registration Fee
 \$165 per connection, LBA members
 \$265 per connection, nonmembers

This training will be covered under SBET (Small Business Employee Training Program). Please provide an email address on the line below to receive the necessary documentation for reimbursement:

Please Note: Recordings are not eligible for SBET funding.

Registration Fee

\$165 per connection, LBA members

\$265 per connection, non-members

Agenda

3:30pm Webinar Begins

5:00pm Webinar Adjourns

Submit Registrations and view rosters in the Education Section of LBA's Website, www.lba.org

Louisiana Bankers Association

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Baton Rouge, LA 70808

225-387-3282

Fax 225-343-3159

Webinar Access codes will be sent to registrants with confirmation emails one week prior to session.