



# COMMUNITY BANKERS ASSOCIATION OF ILLINOIS

## Webinar – On-Demand Web Link

### Regulation E Myth Busters

Thursday, July 16, 2020

2 - 3:30 p.m.

This session defines and explains the types of transactions covered by Reg E and the error resolution requirements. In addition to defining an error under the regulation, this program covers the timing requirements for investigation and resolution of unauthorized transactions. Time is spent busting common Regulation E myths and answering the most common dispute questions. Join us to ensure your financial institution is appropriately handling Regulation E to increase accountholder satisfaction, decrease examination findings, and minimize loss for your financial institution.

#### HIGHLIGHTS

- Determine what is and isn't an error under Regulation E
- Understand your error resolution responsibilities
- Identify required reporting timeframes for both financial institutions and consumers
- Correct common misconceptions
- Answer some of the frequently asked Regulation E questions

#### TAKE-AWAY TOOLKIT

- Regulation E error resolution tracking log
- Employee training log
- Interactive quiz

#### DON'T MISS THESE RELATED WEBINARS!

**Comparing Regulation E with Visa & Mastercard Rules on Tuesday, June 23, 2020**

**Legally Handling ATM & Debit Card Claims Under Regulation E on Thursday, October 22, 2020**

**Attendance verification for CE credits provided upon request.**

#### WHO SHOULD ATTEND?

This informative session is appropriate for ACH operations personnel, compliance staff, frontline employees and debit card operations staff.

#### ABOUT THE PRESENTER

**Michele Barlow** is the Vice President at PAR/WACHA (The Premier Payments Resource), headquartered in Wisconsin. Before joining the WACHA team in 2009, Barlow spent several years as a corporate trainer in the financial industry. She is responsible for development and execution of association training and certification programs, conference planning and member service. Barlow is a past member of NACHA's Blue Ribbon Panel and currently serves on the APRP Oversight Panel and the Payments Institute Board of Regents. She is active on other national committees and a frequent speaker at industry events. She obtained her AAP certification in 2010, her NCP in 2011 and became an NCP Certified Trainer in 2012. Barlow holds a bachelor's from the University of Wisconsin, Madison.

#### THREE REGISTRATION OPTIONS

##### 1. LIVE WEBINAR

The live webinar allows you to have up to three audio and Internet connections to view online visuals as the presentation is delivered. You may have as many people as you like listen from your office speaker phone. Registrants receive a toll-free number and pass code that allow entrance to the seminar. The session is approximately 90 minutes, including question and answer sessions. Seminar materials, including instructions, PIN number, and handouts are emailed to you prior to the broadcast. You need the most-current version of Adobe Reader available free at [www.adobe.com](http://www.adobe.com).

##### 2. ON-DEMAND WEB LINK\*\*

Can't attend the live webinar? The ON-DEMAND WEB LINK\*\* is a recording of the live event including audio, visuals, and handouts. We even provide the presenter's email address so you may ask follow-up questions. Within two business days following the webinar, you are provided with a web link that can be viewed anytime for the next six months. This link expires six months after the live program date.

##### 3. BOTH LIVE WEBINAR AND ON-DEMAND WEB LINK\*\*

Options 1 and 2 described above.

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**AFFORDABLE TRAINING, WHEN AND WHERE YOU CHOOSE**

# REGISTRATION FORM

**Regulation E Myth Busters**  
**Thursday, July 16, 2020**

**2 - 3:30 p.m.**

**Choose Your Training Option:**

<b>Purchase</b> (Check one)	<b>Training Options</b> <i>(Registration includes hookups in up to three locations)</i>	<b>CBAI Member</b>	<b>Prospective-Member*</b>
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