



COMMUNITY BANKERS ASSOCIATION OF ILLINOIS

Webinar – On-Demand Web Link

Handling Consumer Complaints & Disputes

Thursday, July 30, 2020

2 - 3:30 p.m.

Have you ever been confronted by an accountholder who has a complaint about account handling? Or someone who disputes a check that already cleared her account? What should be done when someone claims he didn't deposit a check remotely and then withdraws the funds before it was returned unpaid?

Depending on the type of complaint or dispute, there are specific timeframes your financial institution must meet. It's critically important to know the ins and outs of these legal and regulatory requirements. Your institution faces reputational, legal, financial, and examination risks if complaints and disputes are mishandled. This webinar gives you the tools needed to handle these issues the right way – and survive examination scrutiny!

HIGHLIGHTS

- Understand the need for, and requirements of, a robust complaint management system – and meet regulator expectations
- Pinpoint key timeframes for responding to error notices and information requests
- Define unauthorized transactions versus billing error notices
- Explain the requirements for filing error notices to accountholders
- Distinguish between the requirements for handling debit and credit card errors
- Identify requirements for disputes regarding open-end credit (i.e., credit cards and HELOCs), electronic funds transfers, real estate loans, checks, and more

TAKE-AWAY TOOLKIT

- Complaint management spreadsheet and outline
- Complaint resolution timeframe cheat sheet
- Resolution checklist by product type
- Employee training log
- Interactive quiz

DON'T MISS THIS RELATED WEBINAR!

Credit Reporting & Delinquent Accounts: Disputes, Revisions & Guidance on Tuesday, May 19, 2020

Attendance verification for CE credits provided upon request.

WHO SHOULD ATTEND?

This informative session is designed for tellers, service representatives, branch managers, call center staff, auditors, compliance personnel and anyone who handles disputes or complaints.

ABOUT THE PRESENTER

Mary-Lou Heighes is president and founder of Compliance Plus, Inc., which has assisted financial institutions with the development of compliance programs since 2000. She provides compliance training for trade associations and financial institutions. Heighes has been an instructor at regulatory compliance schools, conducts dozens of webinars, and speaks at numerous conferences throughout the country.

Involved with financial institutions since 1989, Heighes has over 25 years' compliance experience. Before starting Compliance Plus in 2000, she spent five years working as a loan officer, marketer and collector. She also worked at a state trade association for seven years providing compliance assistance and advising on state and federal legislative issues that affect financial institutions.

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.

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.

NEW! Listen to the on-demand web link on your iPad, iPhone, Android. Instructions will be emailed to you with the on-demand link.

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AFFORDABLE TRAINING, WHEN AND WHERE YOU CHOOSE

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Handling Consumer Complaints & Disputes
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2 - 3:30 p.m.

Choose Your Training Option:

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