



COMMUNITY BANKERS ASSOCIATION OF ILLINOIS

Webinar – On-Demand Web Link

Five Steps to Simplify Reg E Claims

Tuesday, May 11, 2021

2 - 3 p.m.

Debit card fraud is on the rise. Financial institutions must investigate accountholders' disputed electronic transactions. But the Reg E rules that outline the dispute process can be complicated. This fast-paced session focuses on five best practices for handling Reg E disputes.

HIGHLIGHTS

- Begin the investigation by asking the right questions about a disputed transaction
- Respond and resolve Reg E disputes using the tools provided
- Understand the potential liabilities for an unauthorized transaction
- Distinguish between claims that your financial institution must pay and when reimbursement is not required
- Educate accountholders about the new trends in debit card fraud

TAKE-AWAY TOOLKIT

- Sample letters for provisional credit, claim resolution, final provisional credit and claim resolution, no error, provisional credit debited and claim withdrawal
- Sample EFT error report
- Unauthorized EFT workflow sheet
- Employee training log
- Interactive quiz

DON'T MISS THESE RELATED WEBINARS!

Providing Provisional Credit Under Reg E on Wednesday, January 6, 2021

Reg E Investigation & Requirements for Debit Card Error Resolution on Thursday, October 21, 2021

Attendance verification for CE credits provided upon request.

WHO SHOULD ATTEND?

This webinar benefits customer service and call center employees, new accounts staff, teller supervisors, deposit operations personnel, and security and compliance officers.

ABOUT THE PRESENTER

Susan Costonis, CRCM, is a compliance consultant and trainer who began her career in 1978. She specializes in compliance management along with deposit and lending regulatory training. Costonis 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. Costonis 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, Boulder. She regularly presents to financial institution audiences in several states and "translates" complex regulations into simple concepts by using humor and real-life examples.

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

REGISTRATION FORM

Five Steps to Simplify Reg E Claims
Tuesday, May 11, 2021

2 - 3 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*
	Live Webinar	\$275	\$475
	On-Demand Link**	\$275	\$475
	Special Pricing for Live Webinar & On-Demand Link	\$375	\$575

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