



# COMMUNITY BANKERS ASSOCIATION OF ILLINOIS

## Webinar – On-Demand Web Link

### New Time Limits for ACH Warranty Claims Effective June 30, 2021

Monday, April 19, 2021

2 - 3 p.m.

Consumer and corporate ACH disputes are everyday occurrences in ACHs. Financial institutions must comply with both Regulation E and the ACH rules when responding to accountholder allegations of errors. Effective June 30, 2021, the *Nacha Operating Rules* limit the length of time in which an RDFI can make a claim against the ODFI's authorization warranty. This session details the rule changes and outlines best practices for consumer and corporate accountholder claims. It addresses:

- Limitations on warranty claims
- Regulation E requirements for consumer disputes
- *Nacha Operating Rules* right of adjustment
- The rights of corporate accountholders
- Best practices and case studies

#### HIGHLIGHTS

- Differentiate between the Nacha rules and Regulation E
- Comply with the new Nacha timeframes for making a claim against an ODFI's authorization warranty
- Define your financial institution's error resolution obligations under both the Nacha Rules and Regulation E
- Understand the differences between handling consumer and corporate disputes
- Apply your knowledge to real-world scenarios

#### TAKE-AWAY TOOLKIT

- Error resolution flowchart
- Error resolution tracking log
- Employee training log
- Interactive quiz

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

**ACH Rules Update 2021 on Tuesday, March 9, 2021**

**New ACH Meaningful Modernization Rules Effective September 17, 2021 on Monday, August 9, 2021**

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

#### WHO SHOULD ATTEND?

This informative session is ideal for ACH operations staff, AAP candidates, auditors, and compliance staff.

#### ABOUT THE PRESENTER

**Michele Barlow** is the vice president at PAR/WACHA (Everything Payments, Everywhere), with offices in Wisconsin and Maryland. 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, the Payments Institute Board of Regents, and Nacha's LMS Editorial Board. 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\*\*

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**Monday, April 19, 2021**

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