

# Regulation E Legal Update: How to Properly Handle ATM & Debit Card Claims

WEBINAR OR ON-DEMAND WEB LINK  
(LINK INCLUDES FREE CD ROM)

**Thursday, January 5, 2012**

12 - 1:30 pm PT  
1 - 2:30 pm MT  
2 - 3:30 pm CT  
3 - 4:30 pm ET

The Electronic Fund Transfer Act and Regulation E provide many protections for consumers and impose many responsibilities and liabilities on financial institutions. Anyone who has read the regulatory language will agree that Reg E is complicated. Given the rapid changes in electronic transfers, financial institutions are confused as to when Reg E applies. This webinar will explain how to determine if Reg E applies and how to properly handle ATM and debit card claims under Reg E, including the investigation process, when provisional credit is mandated, determining the proper amount to reimburse the consumer, notices to the consumer, and the looming deadlines.

Continuing Education: Attendance verification for CE credits provided upon request.



## HIGHLIGHTS

- General overview of Reg E
- What transactions does Reg E cover?
- Financial institution responsibilities under Reg E
- Proper handling of Reg E error resolution claims
- Determining the proper amount to reimburse the consumer
- Updated Reg E examination procedures

## WHO SHOULD ATTEND?

This informative session will be useful to all deposit personnel, tellers, customer service representatives, new accounts personnel, account officers, and compliance personnel.

## **MEET THE PRESENTER**

**Elizabeth Fast, JD & CPA,  
Bankers Choice**



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