

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

WEBINAR OR ON-DEMAND WEB LINK (LINK INCLUDES FREE CD ROM)
Wednesday, February 8, 2012 • 3:00 pm – 4:30 pm Eastern

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.

HIGHLIGHTS

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

ABOUT THE PRESENTER – Elizabeth Fast, JD & CPA, Spencer Fane Britt & Browne LLP

Elizabeth Fast, Esq. is a partner with Spencer Fane Britt & Browne LLP where she specializes in the representation of financial institutions. Elizabeth is the head of the firm's training division. She received her law degree from the University of Kansas and her undergraduate degree from Pittsburg State University. In addition, she has a Master of Business Administration degree and she is a Certified Public Accountant. Before joining Spencer Fane, she was General Counsel, Senior Vice President, and Corporate Secretary of a \$9 billion bank with more than 130 branches, where she managed all legal, regulatory, and compliance functions. She is a member of the Missouri State Banking Board by appointment of the Governor.

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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. This link will expire 6 months after the live program date. **AS AN ADDED BONUS, you will also receive the audio/visual CD ROM.**

Cancellation: Refunds will be issued, less a \$50 administration fee, up until the handouts and access information are emailed.

For more info...call us at 800-572-7359 x 1204 or 1208 FAX: 423-899-8726.

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February 8, 2012**

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