

Tax Refunds: Posting & Exceptions

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

Wednesday, February 15, 2012 • 3:00 pm – 4:30 pm Eastern

Millions of dollars in tax refunds are received by financial institutions annually. Posting these refunds and handling exceptions can turn into a nightmare if not handled properly! By attending this webinar, you'll learn the difference between state and federal refunds, your credit union's liability, and how to avoid costly mistakes.

HIGHLIGHTS

- What happens when the name and account number do not match?
- What if the account is closed or the accountholder is deceased?
- Who is at fault if the payment posts to the wrong account? What happens next?
- What are the rights and obligations of the credit union, member, and tax preparer?

ABOUT THE PRESENTER – Luann S. Kohlmann, AAP, WACHA

Luann serves as the Director of Education and is an auditor at WACHA (The Premier Payments Resource), headquartered in Wisconsin. She began her career in the financial industry as a teller, advanced to management positions, and joined the WACHA team in 2003. As the primary trainer, Luann is responsible for curriculum development and oversees membership education and development. She also conducts ACH audits and risk assessments for member financial institutions.

Luann has spoken nationwide, including NACHA's Electronic Payments Conferences, and is very active in national councils and committees. She is a member of NACHA's AAP Blue Ribbon panel and a past member of the TPI Board of Regents. An Accredited ACH Professional since 2002, Luann represents WACHA on the RPA Operations, Audit and Risk, and Education committees.

Formats: **\$199 per** telephone or webcast connection. *Unlimited Listeners*
\$199 CD only and On-Demand Web Link
\$249 for telephone /webcast connection, On-Demand Web Link and CD

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.

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

Sign Us Up!

Tax Refunds: Posting & Exceptions
February 15, 2012

Credit Union _____

Address: _____

Contact Person _____ Format Ordered _____

Email Address _____

Phone _____ Fax _____

Payment Method:

Enclosed is a share draft/check for \$ _____ payable to Tennessee Credit Union League.

A share draft/check for \$ _____ payable to Tennessee Credit Union League will follow.

I authorize Vol Corp Credit Union to debit the credit union account for \$ _____

Account #: _____ Authorized Signature: _____

(Requires prior completion of Authorization Agreement for Direct Payments [ACH Debits].)



Distance Learning