

REG E



According to the National Credit Union Association some of the most common complaints against credit unions are those associated with Reg E claims. Do you know the credit union's rights and responsibilities?

This distance learning session will cover:

- Issuance of access devices
- Disclosures and notices
- Statement requirements
- Handling consumer complaints
 - What constitutes an unauthorized transaction
 - What to look at when conducting an investigation
 - Proper timeframes for completing an investigation
- ACH, home banking, audio response and more!

Speaker: Mary-Lou Heighes has been involved in the credit union movement since 1989. Her areas of expertise involve marketing, collections, general operations, lending, and compliance. She is a CUNA-certified Credit Union Compliance Expert, and is President of Compliance Plus, Inc. which provides compliance, training, strategic planning and consulting services to credit unions.

WHEN: June 2, 2010

TIME: 11:00 am – 12:00 pm EDT

Educational Investment: \$199 per telephone connection.

Unlimited Listeners and Free Audio Archive available for 21 days after the session.

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

If you have not received your handout materials 3 days prior to session, contact the Education Department.

For more info...call us at **800-572-7359** or **423-899-2425 x 119** or **138**

FAX: 423-899-8726 **MAIL: P.O. Box 21550, Chattanooga, TN 37424**

Sign Us Up!

**Reg E
June 2, 2010**

Credit Union _____

Contact Person _____

Email Address _____

Phone _____ Fax _____



Distance Learning

Donate to the Herbert Ellison Scholarship Fund: ___ \$25 ___ \$50 ___ \$75 ___ \$100 ___ Other

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___ 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].)