



Debit Card Error Resolution & Regulation E Investigations

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Wednesday, June 8, 2011

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During the last decade we have experienced a significant increase in the number of data breaches where cardholder information has been compromised. Financial institutions of all sizes have realized significant losses due to unauthorized transactions. Unfortunately, this trend is likely to continue, so financial institutions must ensure that all debit card claims are properly handled. The error-resolution process when investigating consumers' debit card error assertions is governed by Regulation E, which has very specific requirements for every phase of the investigative process. Join us to learn the error-resolution requirements outlined in Regulation E.

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



HIGHLIGHTS

- What types of transactions are governed by Regulation E?
- How do you determine the consumer's financial liability?
- What financial adjustments should be included in consumer credits?
- When is a credit truly final?
- Monitoring the consumer's account after reversing a provisional credit
- Impact of card associations "Zero Liability" requirements

WHO SHOULD ATTEND?

This informative session is designed for card operations staff, audit and compliance staff, retail product managers, and all who provide customer service.

MEET THE PRESENTER

**Heather Briganti, AAP,
MACHA (Mid-Atlantic Payments Association)**



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