



**Community Bankers**  
Association of Kansas

## Connecting the Dots: Regulation E & Regulation DD (TISA) Compliance

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

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

**Tuesday, August 9, 2011**

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What do Regulation E and Regulation DD, the Truth in Savings Act (TISA), have in common? These two regulations are key components that protect consumers and their accounts. Regulation E is geared toward electronic debits and credits to a consumer's account; TISA is designed to disclose all account features to customers when establishing a deposit relationship. These can take shape in overdraft protection programs and account opening procedures. Are you in compliance with these regulations and do you understand your bank's role in disclosure, error resolution, and other critical customer issues? This webinar will walk you through the components of each regulation and show how they work together and how they are different.

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



### HIGHLIGHTS

- Why were the regulations made and what is the purpose of each?
- Whom does each regulation cover?
- Review the 2010 changes to both regulations for overdraft protection
- New account opening procedures for each regulation and what must be disclosed at account opening
- Account disclosures, subsequent disclosures, periodic statement disclosures
- Advertising rules
- Error resolution
- Consumer liability and negligence
- Stop payment orders

### WHO SHOULD ATTEND?

This informative session will benefit frontline staff who open accounts, bookkeepers, customer service representatives, trainers, and compliance and security staff.

## **MEET THE PRESENTER**

**Deborah L. Crawford,  
gettechnical inc**



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