



Sunflower Webinar Series

Reg E Investigations—Sticky Situations

November 12, 2020

10:00 am—11:30 a.m. CT



Banks frequently write off losses associated with consumer complaints of unauthorized EFTs because they don't have an immediate option of returning the debit or because a chargeback was represented. You may have other options!

Using Regulation E as a guide, we'll explore best practices and common techniques used for both Card and ACH investigations which can help an institution recover or avoid losses.

Topics of Discussion Include:

- Document what types of transactions Reg E covers (i.e. what is truly "unauthorized?" and what is not);
- Identify most common non-compliance issues;
- Differentiate between Rules and Regulations/laws;
- Calculate bank and consumer liability for common claims, and;
- Record best practices

Presenter

Rayleen Pirnie, AAP, CERP
CEO, RP Payments Risk Consulting Services, LLC



Rayleen is the founder and owner of RP Payments Risk Consulting Services, LLC, based in Missouri. She is a nationally recognized payments risk and fraud expert who offers specialized consulting services, procedural and risk management reviews, and payments education. Rayleen's specialized skill is delving into the world beyond the payment rules; areas where businesses often find themselves in positions of liability or loss with little to no clear guidance. She is an Accredited ACH Professional (AAP) who has worked with all payment systems for nearly 20 years. Rayleen also holds a Bachelor's of Science in Criminal Justice Administration.

This online program consists of 90 minutes of instruction and live Q&A. Each registration allows for one connection to the webinar and materials with 30-day replay access. You may have unlimited listeners on your connection by speaker phone and PC. You will receive a confirmation with your PIN, materials and logon instructions. If you do not receive a confirmation at least two days prior to the event, call 785-232-3444. You may also purchase the OnDemand recording and materials for ongoing training purposes.

Any transmission, retransmission or republishing of the audio portion of the seminar is strictly prohibited. Your registration entitles you to ONE connection at ONE physical location along with permission to make copies of seminar materials for all listeners from your institution.

REGISTRATION FORM

Reg E Investigations.....11/12/2020
Live purchase includes free 30-day replay access.
All options will receive the written materials.
Cancellations must be received by November 5, 2020 to be refunded.

Asset Size	Live	On Demand	Both
\$50 mil & under	<input type="checkbox"/> \$150	<input type="checkbox"/> \$180	<input type="checkbox"/> \$280
\$51-150 mil.	<input type="checkbox"/> \$200	<input type="checkbox"/> \$230	<input type="checkbox"/> \$330
\$151-250 mil.	<input type="checkbox"/> \$250	<input type="checkbox"/> \$280	<input type="checkbox"/> \$380
\$251—400 mil.	<input type="checkbox"/> \$300	<input type="checkbox"/> \$330	<input type="checkbox"/> \$430
Over \$400 mil.	<input type="checkbox"/> \$350	<input type="checkbox"/> \$380	<input type="checkbox"/> \$480
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- Online: Visit www.ksbankers.com (Education +)
- Fax: Fax to 785-272-8392 and follow with payment.
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