

JUNE 23, 2022 - VIRTUAL

Unauthorized electronic transfers continue to be a problem for banks. In addition to financial loss, the compliance risk to banks is also high. There are multiple different sources of payment system rules, and the regulations don't always match. This webinar will explore the different rules and regulations that impact a bank's handling of electronic transfer disputes. It will include common mistakes and provide examples calculating the liability amounts.

Ensuring proper training can save a bank from inadvertently paying a dispute it doesn't need to, in addition to keeping examiners happy.

**WHO SHOULD ATTEND**

Frontline and Deposit/Operations Personnel, bank staff that deal with resolving disputed transactions.

**PROGRAM PRESENTER
DYLAN SERRAULT****VP, MANAGER CFBS**

Dylan began his banking career by studying Finance at the University of Kansas. After graduation, he went to work for a Kansas financial institution until deciding to go to law school. He worked in the Kansas Bankers Association's Legal Department as an intern while attending Washburn University School of Law and accepted a Staff Attorney position upon graduation. Currently, he splits his time between auditing financial institutions for regulatory compliance and teaching at Fort Hays State University as an adjunct professor, in addition to various speaking engagements and co-authoring compliance and legal publications related to banking.

**TOPICS TO BE COVERED:**

- **Rules and Regulations**
 - a. CFPB Regulation F
 - b. Nacha Rules
 - c. Mastercard®/Visa® Rules
- **Consumers vs Commercial Accounts**
- **Unauthorized vs Authorized Transactions**
- **Goods or Services Not Received**
- **Time Limits for Investigation**
- **Provisional Crediting**
- **Liability – Who Takes the Loss?**
- **Can the Bank Require Written Disputes?**
- **New CFPB P2P Error Resolution FAQs**
- **Notices to the Consumer**
- **And More!**

UNAUTHORIZED ELECTRONIC TRANSACTIONS – DISPUTE RESOLUTION: AN AUDITOR’S PERSPECTIVE

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PROGRAM AGENDA
Program: 2:30 p.m. - 4:00 p.m.

<u>ASSET SIZE</u>	<u>LIVE</u>	<u>ONDEMAND</u>	<u>BOTH</u>
\$50 mil & under	___ \$175	___ \$215	___ \$315
\$51 - \$150 mil	___ \$205	___ \$245	___ \$345
\$151 - \$250 mil	___ \$235	___ \$275	___ \$375
\$251 - \$400 mil	___ \$265	___ \$305	___ \$405
Over \$400 mil	___ \$295	___ \$345	___ \$445
Assoc. Members	___ \$295	___ \$345	___ \$445
Non-members	___ \$495	___ \$545	___ \$645

This online program consists of 90 minutes of instruction and live Q&A. Each registration allows access 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 gives you permission to make copies of seminar materials for all listeners from your institution. Live purchase includes free 30-day replay access. All options will receive the written materials. **Cancellations must be received by June 14, 2022.**

Name: _____

Bank Location: _____ E-mail: _____

Name: _____

Bank Location: _____ E-mail: _____

Bank: _____

Total Enclosed: \$ _____ Total Attending: _____

Address: _____

City: _____ State: _____ Zip: _____

THREE WAYS TO REGISTER:

1. Complete and mail registration form with payment.
2. Fax registration form, followed by mailing of payment. Please use this form as your invoice.
3. Register Online using a credit card at www.ksbankers.com