

# REG E - BREAKING IT DOWN January 21, 2026 - VIRTUAL

Handling customer error resolutions can make your head spin. Banks are required to comply with Reg E requirements while also conforming to NACHA and Visa/MC rules. This ultimately results in bank employees being confused and left with lots of questions. This webinar will help break down how to handle customer errors, merchant disputes, differences between credit vs. debit card errors, and more! You don't want to miss this one!

**WHO SHOULD ATTEND:** Tellers, bookkeepers, operations, fraud department, compliance officers, and auditors.



# SARAH WELTMER, VP - COMPLIANCE OPERATIONS SPECIALIST

Sarah has an impressive background rooted in community banking; she brings a wealth of knowledge and a deep passion for compliance. With a robust 18-year journey in banking, including a decade as a dedicated Compliance Officer at a bank, Sarah thrives on challenges, particularly within the compliance landscape. She is dedicated to being a positive resource and pillar of support for fellow bank employees, embodying the spirit of collaboration.

#### **TRAINING TOPICS:**

- » Understanding Reg E requirements for error resolution
- » Navigating NACHA rules and compliance
- » Handling Visa and Mastercard disputes
- » Resolving customer errors effectively
- » Managing merchant disputes
- » Differences between credit vs. debit card error processes
- » Best practices for clear and compliant resolutions
- » Common pitfalls and how to avoid them

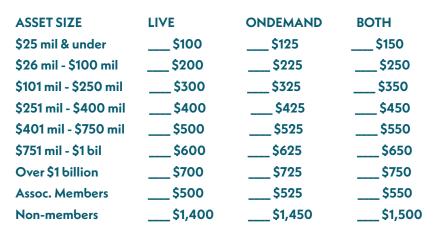
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## Program Agenda

9:00 - 10:30 a.m.





#### All participants will receive a 30-day playback of the program.

We understand circumstances arise requiring cancellation. Cancel up to five business days before the program and your registration will be refunded. There is no limit to the number of employees that can attend the virtual session from your institution. If you have more than two attending, please email education@ksbankers.com.

Name:		
	E-mail:	
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#### Three ways to register:

- 1. Complete and mail the registration form with a check.
- 2. Email the registration form to education@ksbankers.com, followed by payment via check by mail or credit card over the phone.
- 3. Register online using a credit card at www.ksbankers.com.