



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

EDUCATION & CONFERENCES
785-232-3444 | KSBANKERS.COM

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Program Agenda

9:00 - 10:30 a.m.

ASSET SIZE	LIVE	ONDEMAND	BOTH
\$25 mil & under	___ \$100	___ \$125	___ \$150
\$26 mil - \$100 mil	___ \$200	___ \$225	___ \$250
\$101 mil - \$250 mil	___ \$300	___ \$325	___ \$350
\$251 mil - \$400 mil	___ \$400	___ \$425	___ \$450
\$401 mil - \$750 mil	___ \$500	___ \$525	___ \$550
\$751 mil - \$1 bil	___ \$600	___ \$625	___ \$650
Over \$1 billion	___ \$700	___ \$725	___ \$750
Assoc. Members	___ \$500	___ \$525	___ \$550
Non-members	___ \$1,400	___ \$1,450	___ \$1,500

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: _____

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 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.

Kansas Bankers Association - Education & Conferences

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