



**KANSAS BANKERS
ASSOCIATION**

REG E - BREAKING IT DOWN ONDEMAND

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!

Pricing for OnDemand:

- ___ \$25 mil & under: \$125
- ___ \$26 mil to \$100 mil: \$225
- ___ \$101 mil to \$250 mil: \$325
- ___ \$251 mil to \$400 mil: \$425
- ___ \$401 mil to \$750 mil: \$525
- ___ \$751 mil to \$1 bil: \$625
- ___ Over \$1 billion: \$725
- ___ Strategic Partner: \$525
- ___ Non-Member: \$1,450

Please email completed form to Natalie Wareham at education@ksbankers.com or fax to 785-272-8392.

Name: _____

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Address: _____

State, Zip: _____

Email: _____



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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