

Regulation E: Consumer Liability & Resolving Errors

WEBINAR – ON DEMAND WEB LINK & FREE CD ROM

Tuesday, July 27, 2010

12 - 1:30 pm PT
1 - 2:30 pm MT
2 - 3:30 pm CT
3 - 4:30 pm ET

This program takes a complex topic and makes it easy to understand by designing forms to meet the requirements. Although some background information and other requirements will be provided, this program's primary focus will be those forms and how to complete them correctly. If your staff learns how to properly complete the forms, you are nearly guaranteed compliance with liability limits, error-resolution procedures, and notice requirements.

Continuing Education: Attendance verification for CE credits provided upon request.



HIGHLIGHTS

- What is an error?
- What triggers error-resolution procedures?
- Consumer responsibilities and notice-of-error requirements
- Consumer liability conditions, limitations, and notice requirements
- How to calculate consumer liability
- Investigation requirements, including deadlines, provisional credit, and required notices
- Waiver-of-rights prohibitions
- Sample error-resolution forms and form letter
- An audit questionnaire relating to error-resolution and consumer liability

WHO SHOULD ATTEND?

This informative session would best suit compliance officers, internal auditors, staff responsible for consumer liability calculations and EFT error resolution, and other personnel who may advise consumers about their rights and liabilities regarding unauthorized transfers and other errors.

MEET THE PRESENTER

**Rhonda Hudson
Compliance +, Inc.**



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