ABA

ALABAMA BANKERS ASSOCIATION

Reg E Decoded: A Comprehensive Class on Electronic Funds Transfer Regulations
November 19, 2024

Registration begins at 8:15am   **Fees: Member $395**
Business Session 8:30 am – 3:00 pm   **Non-Member $595**
Lunch on your own: 11:30am-12:30 pm
Location: Double Tree by Hilton at Birmingham Perimeter Park
8 Perimeter Park South, Birmingham, AL 35243   **Speaker: Dawn Kincaid**

Consumers appreciate the convenience of conducting transactions electronically. This increased ease of access also exposes them and you, as their financial institution, to elevated exposure to account compromise and card fraud. In addition, funds transfer fraud causes millions of dollars in losses for businesses. In each of the last several years, examiners have cited Reg E errors in their top five regulatory issues during compliance exams.
 In this session we will review the specific **error resolution requirements** of Reg E, discuss procedural best practices and provide tips on documenting your investigation. We will work together through "real life" error resolution situations and discuss best practices for meeting regulatory requirements and preventing costly losses. We will dive into the CFPB's FAQs as well as recent examination findings to identify the errors most commonly made by financial institutions during the error resolution process. In addition, we will detail how to review your error resolution process, including how your audit procedures can help mitigate risk for both the accountholder and your institution.

Learning Objectives:
 • **Clarification of a Reg E "Error"** – What errors trigger the EFT error resolution process and a review of consumer liability under the regulation.

•**Understanding Consumer Liability Under Reg E** – What determines how much a consumer may be held liable for when an error occurs.

•**Breakdown of the Error Resolution Process -** A review of error resolution timing requirements and discussion of the process to follow when you've wrapped up your investigation.

•**Review of Current Fraud and Scams** - A thorough review of red flags for common types of fraud and scams facing your bank and its accountholders.

• **Workshopping "Real Life" Errors** – We will break down "real life" situations and discuss how to apply your error resolution processes for each

• **Procedures for Auditing Your Program** – Overview of Reg E audit procedures and recordkeeping requirements.

Who Should Attend? This informative session will benefit operations personnel, compliance officers, risk officers, funds transfer personnel, internal audit, and personnel responsible for debit card/ACH transactions.