



## ALABAMA BANKERS ASSOCIATION

### **Reg E Error Resolution: Avoiding Mistakes Procedure to Process ACH, Debit, P2P and Remittance Transfer Errors October 12, 2023**

Registration begins at 8:00am

Business Session 8:30 am – 3:00 pm

Lunch On Your Own: 11:30am-12:30 pm

Location: Montgomery Marriott Prattville Hotel & Conference Center at Capitol Hill

Fees: \$395 per Member

\$595 per Non-Member

#### **About the Class**

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. Cyber attackers continue to grow more sophisticated with their schemes and attempts. Even the largest institutions are vulnerable. Recent high-profile, successful cyberattacks on international wire transfers have raised the bar on examiner expectations for your security system and risk monitoring of international and domestic wire transfers.

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 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.
- **Discussion of "Real Life" Errors** - A thorough discussion of "real life" situations and 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.

**Speaker Dawn Kincaid - Brode Consulting Services, Inc.**

For more information, contact Elizabeth Bailey, vice president of professional development at  
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*For information on important policies please visit our website at <https://www.alabama.bank/policies>*