



July 2010 Telephone Seminars & Webinars

PENNSYLVANIA ASSOCIATION OF COMMUNITY BANKERS



2010 PACB
Education Series

Regulation E: Consumer Liability & Resolving Errors

Rhonda Hudson, Compliance +

July 27 • 3:00 - 4:30 PM

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.

HIGHLIGHTS

- What triggers error-resolution procedures?
- Consumer liability conditions, limitations, and notice requirements
- Sample error-resolution forms and form letter
- An audit questionnaire relating to error-resolution and consumer liability

WHO SHOULD ATTEND?

Compliance officers, internal auditors, staff responsible for consumer liability calculations and EFT error resolution

The Voice for Community Banking in Pennsylvania