



September 2010 Telephone Seminars & Webinars

PENNSYLVANIA ASSOCIATION OF COMMUNITY BANKERS



2010 PACB  
Education Series

## Handling Check Returns & Adjustments: Paper & Imaged

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September 16 • 3:00 - 4:30 PM

Electronic-payment-transaction volume exceeded traditional paper-check-transaction volume for the first time in 2006. Is a check still a check when the item is imaged? Do the same rules apply to paper checks and image items? Knowing the answers to these questions will help ensure you are handling exception items properly. Losses become a real threat if your bank does not initiate a quick and appropriate response. Learn to respond accurately to many types of check returns and adjustments, and limit your bank's liability and potential loss.

### HIGHLIGHTS

- Overview of the rules and regulations governing check processing
- Return and adjustment processing – how it works and timeframes
- Learn how to limit your financial institution's liability and potential loss
- Understand how to correctly process/respond to various check exceptions

### WHO SHOULD ATTEND?

Check operations staff, customer service personnel, and staff responsible for return adjustments

The Voice for Community Banking in Pennsylvania