

# Regulations E & CC: Handling Member Claims

## Distance Learning

Wednesday, July 8, 2009 • 3:00 pm – 4:30 pm Eastern

Auditors frequently find that financial institutions are not in compliance with Reg E and Reg CC consumer claim rules. Institutions are uncertain about the claims process because they do not understand the requirements. Does this describe your credit union? Are you paying claims when it is not required? Are you imposing too much or incorrect liability on members? Are you providing all required notices?

This program will summarize member claim requirements for Regulations E and CC. Learn when the requirements are triggered, the rights and obligations of all parties, plus get step-by-step instructions and easy-to-use forms to help ensure ongoing understanding and compliance. An audit questionnaire that will help you conduct your own periodic compliance audits will also be included.

### HIGHLIGHTS

For claims subject to Regulation E:

- What is an error?
- What triggers error-resolution procedures?
- Member responsibilities and error notice requirements
- Member liability conditions, limitations, and notice requirements
- How to calculate consumer liability
- Investigation requirements, including deadlines, provisional credit, and required notices
- Waiver of rights prohibition
- Rule variations for payroll card accounts, service providers, and government agencies
- Sample error-resolution forms and form letter
- An audit questionnaire relating to error-resolution and consumer liability

For claims subject to Regulation CC:

- What is a substitute check?
- Substitute check warranty and/or indemnification – what is the difference?
- Under what circumstances may a member initiate an expedited re-credit claim?
- Member responsibilities and notice of claim requirements
- Expedited re-credit claim actions and notice requirements
- Sample claim form and form letter
- An audit questionnaire relating to expedited re-credit claims

### ABOUT THE PRESENTER – Rhonda Hudson, Compliance +, Inc.

Rhonda Hudson is president of Compliance+, Inc., an audit and consulting firm that specializes in practical, common-sense solutions to issues associated with compliance, internal controls, and operations. Years of experience as a banker and consultant have helped her introduce new and innovative methods for resolving client problems, many of which were unique to their operations/systems/resources. Her solutions and methodologies have been well-received by her clients and their examiners.

**Formats:**      **\$189 per** telephone or webcast connection. *Unlimited Listeners*  
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**Sign Us Up!**

**Regulations E & CC: Handling Member Claims**  
**July 8, 2009**

Credit Union \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person \_\_\_\_\_

Format Ordered

Email Address \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

### Payment Method:

Enclosed is a share draft/check for \$ \_\_\_\_\_ payable to Tennessee Credit Union League.

A share draft/check for \$ \_\_\_\_\_ payable to Tennessee Credit Union League will follow.

I authorize Vol Corp Credit Union to debit the credit union account for \$ \_\_\_\_\_

Account #: \_\_\_\_\_ Authorized Signature: \_\_\_\_\_

(Requires prior completion of Authorization Agreement for Direct Payments [ACH Debits].)



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