



Hawaii Credit Union League

Your Partner For Success

Regulations E & CC: Handling Member Claims

Wednesday, July 8, 2009

9:00 – 10:30 am Hawaii Time

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

WHY SHOULD YOU PARTICIPATE?

This session is a cost-effective way to improve the thoroughness and accuracy of your member claims processes. You can instill member confidence; improve your understanding of member/credit union rights and liabilities; reduce your credit union's potential liability and losses, and avoid penalties for noncompliance. You may train as many individuals as you like for one set price. There will be no travel costs, no time lost from work, and no one will be required to leave the institution.

WHO SHOULD ATTEND?

This informative session would best suit compliance officers, internal auditors, staff responsible for member claims, and staff who advise members of their member-claims rights.

PLEASE NOTE: Your registration fee allows you to have one telephone connection. However, as many people as you like may listen from your office speaker phone. If you register for the webcast, your registration fee also includes one internet connection from a single computer terminal.

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.

WHAT IS A TELEPHONE/WEBCAST SEMINAR?

This training method allows unlimited listeners on your office speaker phone. By choosing the webcast option, participants will also be able to view online visuals as the presentation is delivered. Registrants receive a toll-free number and pass code that will allow entrance to the seminar. The session will be approximately 90 minutes, including question and answer sessions. Seminar materials will be sent prior to the broadcast along with hookup instructions. Your pin number, hookup instructions and handouts will be emailed to you. You will need the most current version of Adobe Acrobat Reader available free at www.adobe.com.

CAN'T ATTEND THE SCHEDULED TRAINING? ORDER THE NEW AUDIO/VISUAL CD ROM!

As an added benefit, you may purchase a CD Rom* of this presentation. The CD includes the original audio/visual presentation, the question and answer sessions, and the handouts. In addition, you will be able to contact the presenter if you have follow-up questions. Use this "off-the-shelf" training program for those that could not attend the live seminar and for future training. **AFFORDABLE, PROFESSIONAL TRAINING, WHEN AND WHERE YOU CHOOSE.**

NEW! The CD-Rom now contains the speaker's visuals, which are synced to the audio recording! A great new improvement at no extra cost to you!

**Hookup instructions and materials will be emailed
approximately two days prior to seminar.**

----- **Registration Deadline: June 29, 2009** -----

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Credit Union Name: _____ Phone No.: _____

Contact Person: _____ *(Required)*
Email Address: _____

(Required for Webcast & CD option only)

Mailing Address: _____ City _____ State _____ Zip _____

Please register our credit union for:

- Webcast Only \$200
- CD Only \$200
- Webcast and CD (PC use only) \$250

Please mail your completed form and payment to: Hawaii Credit Union League
1654 S. King Street
Honolulu, HI 96826-2097