

Webinar on

Advanced ACH: Sticky Situations – Handling Consumer ACH Disputes

Learning Objectives

Review common consumer sticky situations when handling ACH disputes, including areas where Regulation E and the ACH Rules don't align

Document your institution's obligations and rights

Realize how what you say can impact the situation (often negatively)

Decide the appropriate course of action in given situations

Areas Covered

- Stop Payment, Revoked Authorization*
- Unauthorized, Wrong amount*
- Company I authorized didn't receive the money*
- I don't know who this company is or why they debited my account*
- I wrote a check for X – it cleared and so has this electronic debit*



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My Ex stole my part of the tax refund

I was scammed!

What NOT to say to a consumer

What to do when a customer/member won't complete a WSUD

Documenting claims, Case studies

And more unique situations

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This webinar includes information for anyone in the institution responsible for managing ACH disputes, particularly Branch Managers, Call Center personnel, Tellers, Customer Service representatives, Risk Managers, Compliance, Audit, Retail Managers, Trainers, Operations, and Senior Management.

PRESENTED BY:

Rayleen is the founder and owner of RP Payments Risk Consulting Services, LLC. based in Missouri. She is a nationally recognized payments risk and fraud expert who offers specialized consulting services, procedural and risk management reviews, and payments education. Rayleen also holds a Bachelor's of Science in Criminal Justice Administration.

On-Demand Webinar

Duration : 60 Minutes

Price: \$200

Webinar Description

Financial institutions are often faced with handling consumer disputes of ACH debits; many situations aren't covered in the ACH Rules book guidelines nor is there any clear direction from other resources. This session focuses on the most common disputes and provides staff with a basic understanding of what is required to maintain compliance plus tips on handling these issues.

The course concludes with some real life “sticky situations” where attendees try their hand at solving the issue while balancing compliance obligations with customer service.

Excellent for someone new to these situations and as a refresher for those of us who have a few ACH battle wounds.



Who Should Attend ?

This informative session is designed for anyone in the institution responsible for managing ACH disputes, particularly Branch Managers, Call Center personnel, Tellers, Customer Service representatives, Risk Managers, Compliance, Audit, Retail Managers, Trainers, Operations, and Senior Management.



To register please visit:

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