



Comparing Regulation E with Visa & Mastercard Rules

(90-minute webinar – available live or on-demand)

Thursday, August 5, 2021

12:00 PM Pacific

1:00 PM Mountain

2:00 PM Central

3:00 PM Eastern

[Register Here](#)

Do you know where Reg E and Mastercard/Visa rules intersect? Where do disputes fall? Learn what you need to know to comply with these distinct, but overlapping, rules.

AFTER THIS WEBINAR YOU'LL BE ABLE TO:

- Name the seven Reg E definitions of an error
- Differentiate provisional credit timeframes by the applicable governance
- Compare timing requirements of Reg E investigations to Mastercard and Visa dispute handling
- Update policies and procedures based on best practices for provisional and final credit
- Answer the top five dispute-related questions

WEBINAR DETAILS

Issuing a Mastercard or Visa branded debit card means you're governed by the brand's operating rules. Generally, those rules dictate how to handle transaction presentments and subsequent chargebacks between parties. With consumer accounts and cards, some brand rules overlap with Reg E requirements.

Reg E governs the relationship between card-issuing financial institutions and their consumer account holders. It's the go-to reference for compliance when handling debit card disputes. But do the brand rules really conflict with Reg E, or are they complementary? This webinar will examine the obligations from both sets of requirements and analyze the similarities and differences.

WHO SHOULD ATTEND?

This informative session is designed for the frontline, operations personnel, and all service staff who work with debit cardholder disputes, including those responsible for compliance.

TAKE-AWAY TOOLKIT

- A sample log to track cardholder disputes and chargeback investigations
- A table comparing Regulation E, Mastercard, and Visa timeframes
- A list of resource websites for Regulation E, Mastercard, and Visa information
- Employee training log
- Interactive quiz

DON'T MISS THESE RELATED WEBINARS!

Mastercard Debit Card Chargebacks

on Tuesday, November 2, 2021

Visa Debit Card Chargebacks

on Thursday, December 9, 2021

MEET THE PRESENTER

Diana Kern, AAP, SHAZAM, Inc.

Diana Kern began her career with SHAZAM in 1995 and earned the Accredited ACH Professional (AAP) designation in 1998. Her broad experience helps her comprehend a financial institution's inner workings, apply her vast knowledge of the payments industry, and train payment participants on products and services related to the card payments system, the ACH network, and EFT compliance.

Diana helps clients navigate the ever-changing world of EFT services by providing a detail-oriented focus when explaining individual concepts and specifics. As a speaker, audiences welcome Diana's insights on payments trends and emerging payments. A self-described payments nerd, Diana's enthusiasm for all things payments results in high-energy presentations.

THREE REGISTRATION OPTIONS – WHAT YOU GET

1. Live Webinar Includes

- Unlimited connections within your institution to the Live Webinar
- Handout and Take-Away Toolkit
- Available on desktop, mobile & tablet
- Presenter's contact info for follow-up

2. On-Demand Webinar Includes

- Recording of the Live Webinar
- Available two business days following Live date
- Handout and Take-Away Toolkit
- Available on desktop, mobile & tablet
- Free Digital Download, yours to keep
- Share link with anyone at your institution
- Presenter's contact info for follow-up

3. Purchase the BOTH Option to receive all the benefits listed above! Full registration descriptions can be found [here](#).

If you need help with anything, please drop us an email at support@financialedinc.com or call 406.442.2585