



Mastercard Debit Card Chargebacks

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

Tuesday, November 2, 2021

12:00 PM Pacific

1:00 PM Mountain

2:00 PM Central

3:00 PM Eastern

[Register Here](#)

The chargeback process is riddled with rules and time restrictions. Don't risk a loss for your financial institution or card holder. Learn the ins and outs of debit card chargebacks to protect everyone's rights.

AFTER THIS WEBINAR YOU'LL BE ABLE TO:

- Analyze the exception-related transaction data in an authorization message
- Differentiate the types of POS transactions
- Identify documents needed for the most common exception conditions
- Explain the dispute resolution cycle and maximum timeframes
- Distinguish fraud-related from non-fraud-related cardholder claims
- Name the chargeback reason codes used most often

WEBINAR DETAILS

Mastercard dispute resolution rules are complex. Your institution's ability to recover funds from a merchant is primarily based on the authorization's transaction data. Failure to adhere to the rules and time limits can result in a loss of chargeback rights – and a potential financial loss for you or your cardholder.

What information is needed from the cardholder? When are chargeback rights available? What if you cannot recover funds from the merchant through a chargeback? These questions and many more will be answered.

WHO SHOULD ATTEND?

This informative session is designed for operations professionals at financial institutions that issue Mastercard debit cards. The content is suited for staff responsible for any aspect of your cardholders' exception claims.

TAKE-AWAY TOOLKIT

- Sample cardholder dispute form
- Quick reference comparison of Regulation E and Mastercard rules
- List of reference websites, including the *Mastercard Rules and Chargeback Guide*
- Employee training log
- Interactive quiz

DON'T MISS THESE RELATED WEBINARS!
Comparing Regulation E with Visa & Mastercard Rules
on Thursday, August 5, 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 guest speaker, audiences welcome Diana's insights on payments trends and emerging payments. A self-described payments nerd, Diana's enthusiasm for all things electronic 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