



## Q4 2017 TARGETED TRAINING FOR OPERATIONS STAFF

Webinar-based courses scheduled exclusively for Bankers' Bank of the West customer banks

**Registration for the sessions described below is open exclusively to Bankers' Bank of the West DDA customers.**

- ▶ Your price is based on the number of Internet connections you need; there is no limit to the number of employees who may participate using your reserved connection, maximizing your investment.
- ▶ All sessions are webinars with Internet provided. WesPay uses the GoToTraining web conferencing service, which offers participants the opportunity to either dial in on their phone or use the microphone and speakers on their PC.
- ▶ According to arrangements made by WesPay and Bankers' Bank of the West, pricing for these listed sessions is significantly lower than the rates for other programs of similar length.

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### Regulation E versus NACHA: A Two-Part Course

(each 90 minutes long)

**PART ONE October 6** (Friday) 1:00 pm Mountain Time | 2:00 pm Central Time

**PART TWO October 20** (Friday) 1:00 pm Mountain Time | 2:00 pm Central Time

Federal Regulation E sets forth the requirements of the Electronic Funds Transfer Act (EFTA). These webinars will discuss the impact of the regulation for the financial industry as it relates to consumer rights. We will cover your financial institution's obligation to investigate consumer disputes and other topics to help you comply with federal Regulation E and how this regulation compares to the ACH Operating Rules.

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**December 15** (Friday) 1:00 pm Mountain Time | 2:00 pm Central Time (90 minutes long)

### Mobile Deposit and Consumer Transfer Risk

As more financial institutions continue to roll out mobile RDC, new issues when processing the items continue to arise. This first session will focus on the duplicate presentment of items deposited through mobile and again as paper. The holder-in-due-course concern will be thoroughly discussed. For the second half of this session we will address important risks associated with consumer transfers to help prevent loss or fraud for your organization. This valuable consumer service allows a consumer to transfer funds from one financial institution to credit or debit their account at another financial institution. Whether you currently offer these services or are considering them, the lessons to be learned are invaluable.

**BBW customers can request pricing detail and a registration form by emailing [ops@bbwest.com](mailto:ops@bbwest.com).**