Handling Debit Card Chargebacks

LIVE WEBINAR OR ARCHIVED LINK

Wednesday, February 10, 2016
1:00 pm – 2:30 pm Mountain  |  2:00 pm – 3:30 pm Central

Understanding MasterCard and Visa chargeback requirements is critical for every debit issuer of those brands. However, it’s a complicated topic often surrounded by widespread confusion. Failure to adhere to the card brands’ rules can cause a loss of chargeback rights for your institution.

What information do you need from the cardholder? How do you determine when chargeback rights are available? What happens when you cannot recover funds from the merchant through a chargeback? This webinar will help unravel the mystery surrounding the chargeback process.

HIGHLIGHTS

- Merchant authorization process
- Documentation necessary to submit a chargeback
- Differentiating fraud-related from non-fraud-related chargebacks
- Specific requirements for the most commonly used chargeback reasons
- Maximum timeframes for submitting chargeback requests
- The complete chargeback process for each brand

TAKE-AWAY TOOLKIT

- Fraud-related chargeback workflow decision chart for each brand
- Employee training log
- Quiz you can administer to measure staff learning and a separate answer key

Attendance verification for CE credits provided upon request.

WHO SHOULD ATTEND?

This informative session is designed for frontline and operations staff who issue either MasterCard or Visa debit cards to accountholders.

ABOUT THE PRESENTER

Diana Kern, SHAZAM, Inc. joined SHAZAM in 1995, bringing with her five years of retail banking experience. She trains new and existing SHAZAM participants on products that include ATMs, ATM cards, MasterCard and Visa debit cards, and merchant services. Diana also acts as an ACH expert for SHAZAM, and in 1998 earned the Accredited ACH Professional (AAP) certification. Additionally, she is a member of the Iowa chapter of the American Society for Training & Development (ASTD). Her detail-oriented focus helps explain concepts and specifics and her experience allows her to relate to and understand financial institutions’ inner workings. She leads more than 100 training sessions throughout the year.
# Handling Debit Card Chargebacks

**REGISTRATION FORM – NICB WEBINAR**

**Live Webinar Date:** February 10, 2016  |  Archived Link order before expiration date noted

## Ways to Register

- **On-line:** No credit card needed. Go to: [www.nicbonline.com/registration-form.asp](http://www.nicbonline.com/registration-form.asp)
- **By Mail:** Complete this form and mail to: NICB, PO Box 83073, Lincoln, NE 68501-3037

### Bank Name: ____________________________

### Registrant: ____________________________  **Title:** ____________________________

### E-mail: ____________________________  **Phone:** ____________________________

(E-mail needed to send links to access codes and webinar materials.)

### Mailing Address: ____________________________  **City:** ____________________________  **State:** __________  **Zip:** __________

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### Webinars are 90 Minutes in Length.

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- **Live Webinar** option allows you to have one telephone connection for the audio portion and one Internet connection from a single computer terminal, which allows you to view visuals as the presentation is delivered, and make notes on follow with your handouts. Registrants receive a toll-free number and pass code that will allow entrance to the webinar. Webinar materials, including instructions, access code and handouts are emailed to registrant as a link to the page with all information needed to participate in the webinar.

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- **Both Live Webinar & Archived Link** is a way to achieve all training needs in your financial institution.

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