

Risk & Compliance | Regulation E Account Lookback



Situation

A top financial services company's Compliance and Legal departments had identified deficiencies in its processes for handling disputed debit card transactions and needed to determine the extent of the problem and customer impact.

Solution

SolomonEdwards' banking and compliance resources performed sample testing to determine the possible extent of the issues, then developed a process to review the entire population of 15,890 Regulation E disputes that had occurred over the course of two years, impacting 6,000 customer accounts. The solution was to determine the customer impact and provide documentation for future examinations. The SolomonEdwards solution included developing quality assurance processes with associated metrics and reporting to monitor rates of non-compliance over time.

Results

The review identified customer accounts impacted and those where monetary remediation was required due to the client's previous process for handling Regulation E claims. The recommended monetary remediation was determined, which ensured that the client handled their customer accurately and within Regulation E guidelines.

During the course of the review, SolomonEdwards' consultants developed the supporting documentation for each dispute, allowing the client to demonstrate that the reviews had been done in accordance with regulatory requirements.

The client was able to leverage SolomonEdwards' quality assurance processes as part of a planned transition of responsibilities for dispute handling to its centralized banking operations group. SolomonEdwards worked with the new team during the transition and provided monitoring of the new process as it came online to ensure dispute handling error rates remained low.



INDUSTRY:
Banking



DEPLOYMENT:
Team (11-50)

SERVICES:



**Governance &
Regulatory
Compliance**

*Loss Mitigation &
Recovery Analysis*

*Risk & Compliance
(Banking)*