

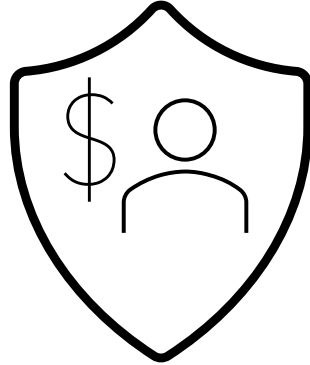


# Regulation E

Training Material for FinTech Employees

# What is Regulation E?

Regulation E protects consumers  
when they use electronic fund transfers.



Issued initially by the Federal Reserve in 1978 as an implementation  
of the Electronic Funds Transfers Act.

Latest revision issued in April 2019 by the Bureau of Consumer Financial Protection.

# How Does it Concern You?

As a FinTech, you are the “front-end” for financial services sold to customers, which are also the customers of your partner bank. Your interacting with customers results in responsibilities regarding their protection against unauthorized transactions and errors.

You need to know:

- **Your obligations to assist customers reporting errors impacting their account balances.**
- **Scope of requirements and risks of non-compliance.**
- **Contents and timing requirements for Reg. E disclosures**
- **Specific content requirements of periodic statements or electronic/online transaction histories.**
- **What constitutes an error, common types of errors, and what is an effective notice of error.**
- **How to document evidencing compliance with Reg. E and supporting rationale for decisioning of claims.**

NOTE: this material is not a substitute for professional legal advice

# What Does Regulation E Cover?

## Electronic fund transfers include:

- ✓ Point of sale purchases
- ✓ ACHs including Direct Deposits
- ✓ ATM withdrawals
- ✓ Overdrafts
- ✓ Remittances
- ✓ Telephone transfers
- ✓ Gift cards

## Regulation covers:

- ✓ Disclosure of fees and limits
- ✓ Error correction
- ✓ Liability
- ✓ Preauthorized transfers
- ✓ Receipts

For overdrafts, Regulation E prohibits banks and credit unions from charging overdraft fees on ATM and one-time debit card transactions *absent affirmative, opt-in consent from the customer.*

Contact us at [info@finstrides.com](mailto:info@finstrides.com)  
for more...