



PRESENTS

# ATM TRANSACTIONS & DISPUTE HANDLING



Level (Low/Mid/Senior/High)	Low and Mid
Duration (in Days)	1 day
Target Audience	ATM Custodians, Staff of Card & ATM Reconciliation, Central Operations, Card Operations, IT, Operations Risk & Internal Audit
Program Takeaways	<ul style="list-style-type: none"> <li>• Knowledge about End to End ATM transaction management</li> <li>• Risk associated with ATM transactions and their mitigating tools</li> <li>• In Depth Knowledge Dispute Management related with ATM Acquiring Transactions</li> <li>• Making ATM ready for EMV Chip Acquiring</li> </ul>
Contents	<ul style="list-style-type: none"> <li>• Different types of ATM transactions and their life cycle management</li> <li>• Reconciliation of ATM Acquiring Transactions</li> <li>• Risk associated with ATM Acquiring and mitigating tools</li> <li>• Dispute management</li> </ul>
Program delivery	Lecture, Discussion/interaction, case-studies
Date, Time & Venue	24th June 2017, 9:30am to 5:00pm, NBI Hall, Kathmandu
Facilitator/s	<p>Mr. Suresh Raj Maharjan, Head – Payment Solutions of Siddhartha Bank Ltd. has exposure in Card Payment Business for about 19 years. Has worked since early days of payment card business in Nepalese banking sector and have had practical experience in managing different types of card products through legacy system to present systems. Has lead projects on Visa Debit Card Issuance, ATM transactions acquiring, POS transactions acquiring, Prepaid card management and co-branded card management. Possesses expertise in reconciliation and dispute management.</p> <p>Mr. Anish Tamrakar          Mr. Tamrakar was former CEO at Nepal Electronic Payment Systems Ltd. (NEPS). He has more than 19 years of experience in implementation of Cards System in different organizations like Nabil Bank, Nepal Investment Bank, Rastriya Banijya Bank, Sunrise Bank and Smart Choice Technologies.</p>