



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"> • Knowledge about End to End ATM transaction management • Risk associated with ATM transactions and their mitigating tools • In Depth Knowledge Dispute Management related with ATM Acquiring Transactions • Making ATM ready for EMV Chip Acquiring
Contents	<ul style="list-style-type: none"> • Different types of ATM transactions and their life cycle management • Reconciliation of ATM Acquiring Transactions • Risk associated with ATM Acquiring and mitigating tools • Dispute Management
Program delivery	Lecture, Discussion/interaction, case-studies
Date, Time & Venue	6th October 2018, 9:30am to 5:00pm, NBI Hall, Kathmandu
Facilitator/s Mr. Khushal Regmi	<p>Mr. Regmi has over 24 years of experience in the Banking sector in various areas such as VISA Card Operation Management, Core Banking System, Card Operation of Banking System, managing Insurance System and Structure Query Language (SQL) database system. Mr. Regmi carries the experiences from various institutions including Sunrise Bank, Narayani National Finance and Mahalaxmi Bikas Bank. He has also been associated with non-banking constitutions such as Sunway International Business School, Nepal Life Insurance Company Ltd., Lumbini General Insurance Ltd. and Venture Solution Pvt. Ltd.</p>