

# eGistics' 2010 ACH Dispute Management Survey Results

August 12, 2010

Presenters:

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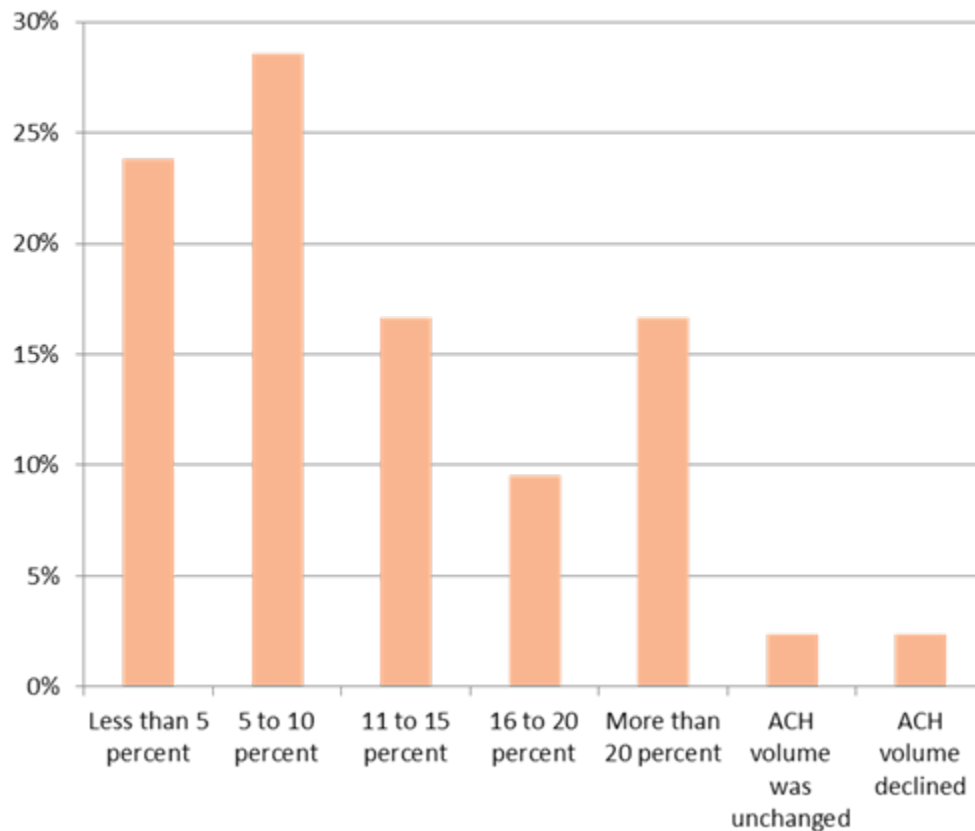
Rossana Salaris, Principal, Radix Consulting

Moderator:

Mark Brousseau, Brousseau & Assoc.

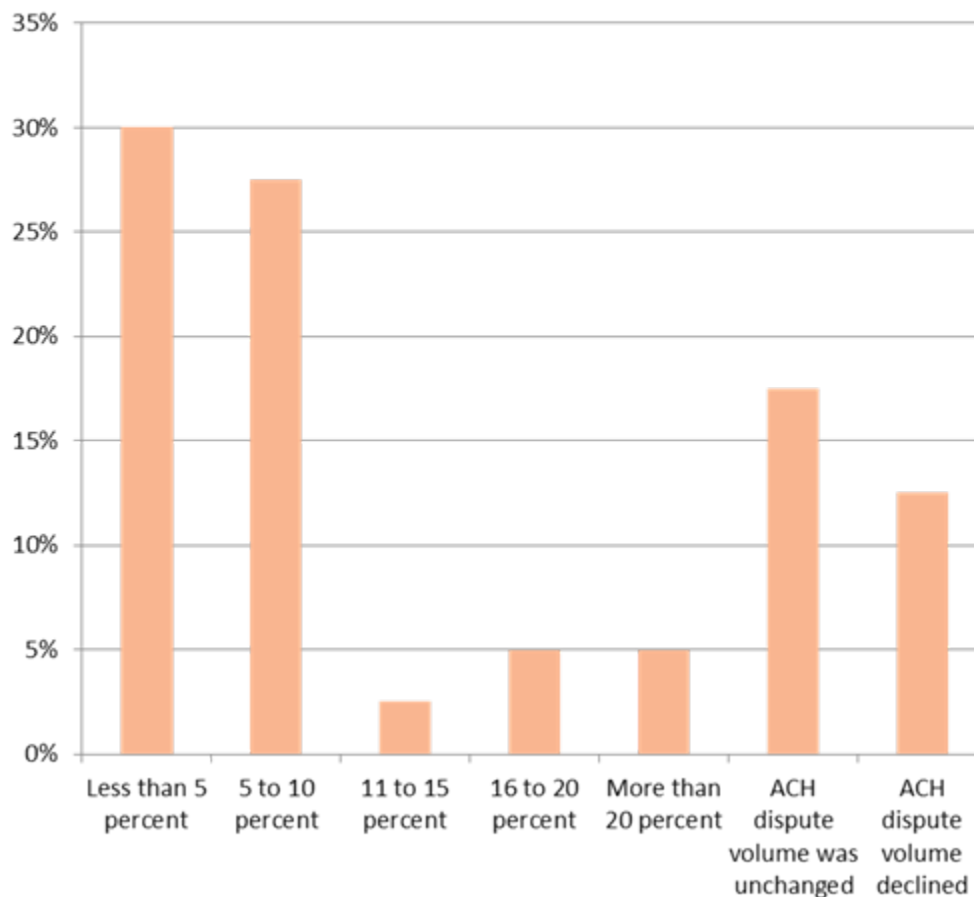
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1. Compared to 2008, by what percentage did your overall ACH volume grow in 2009?



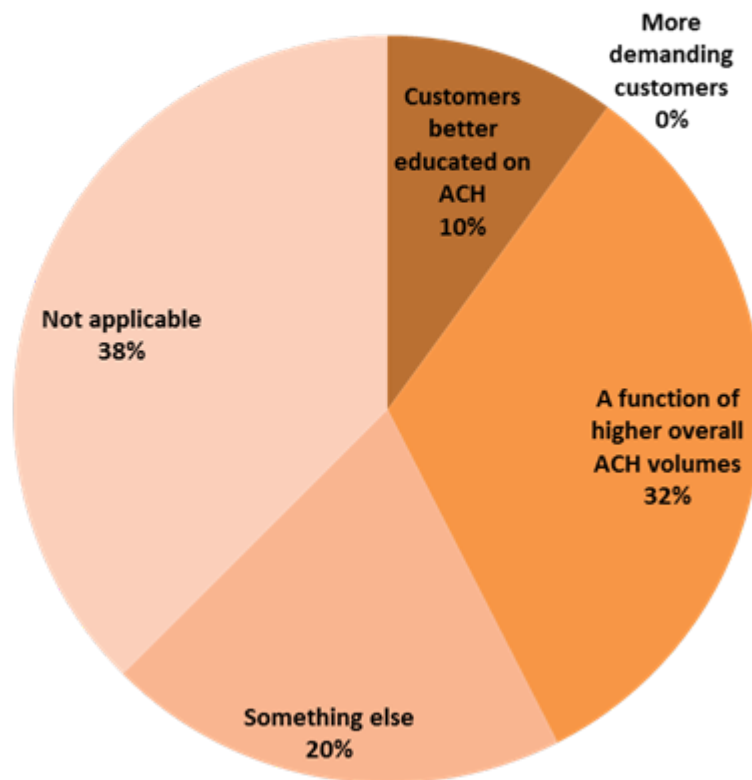
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2. Compared to 2008, by what percentage did your overall ACH transaction dispute volume grow in 2009?



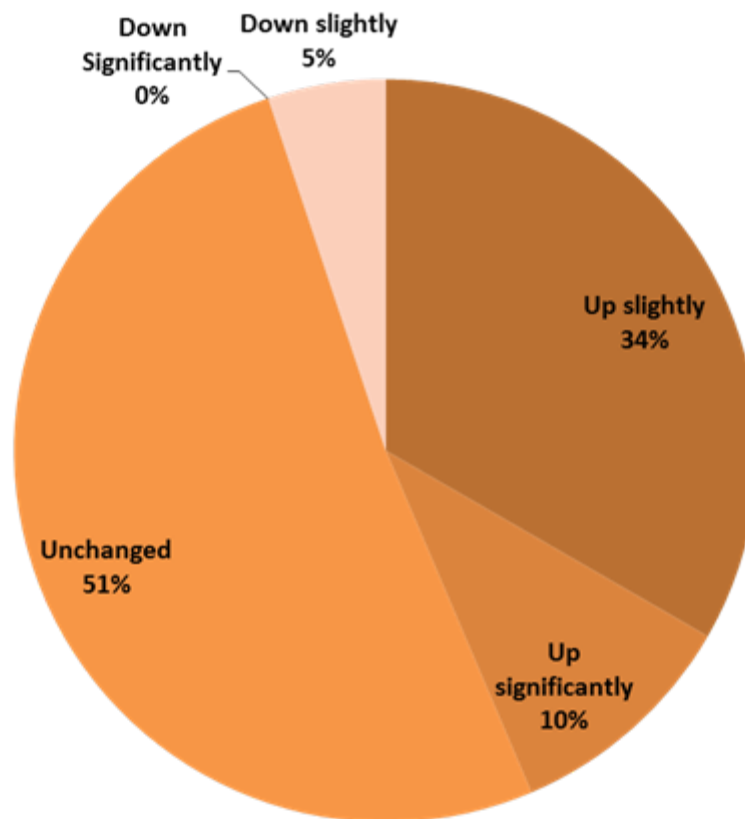
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3. If your ACH transaction dispute volume increased during 2009, to what do you most attribute the increase?



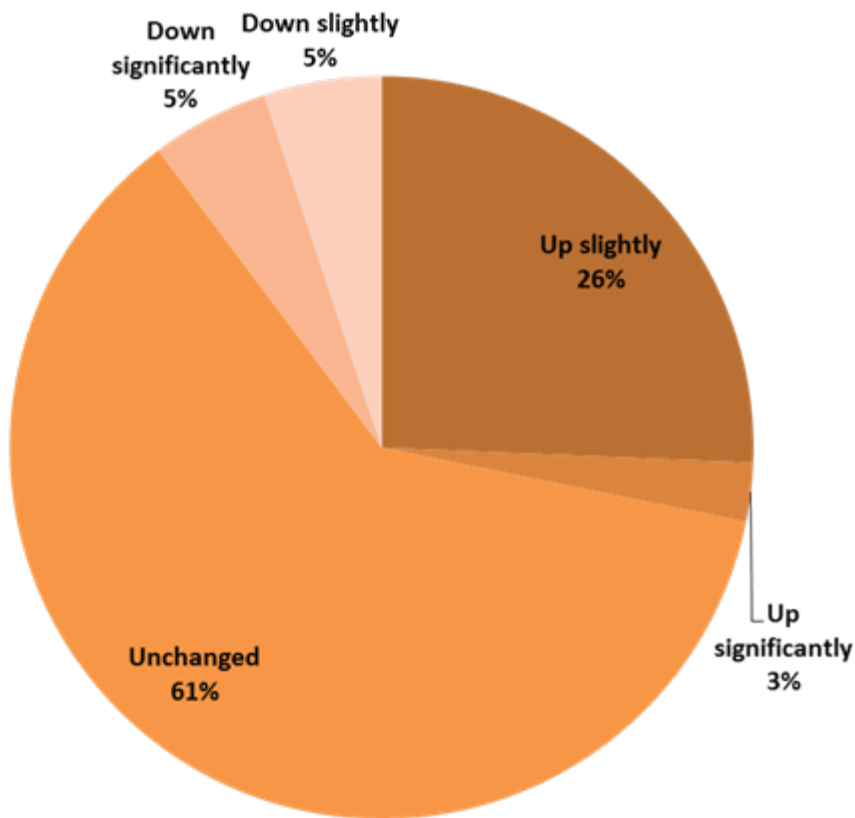
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4. Compared to 2008, how did your operational costs associated with managing ACH disputes change in 2009?



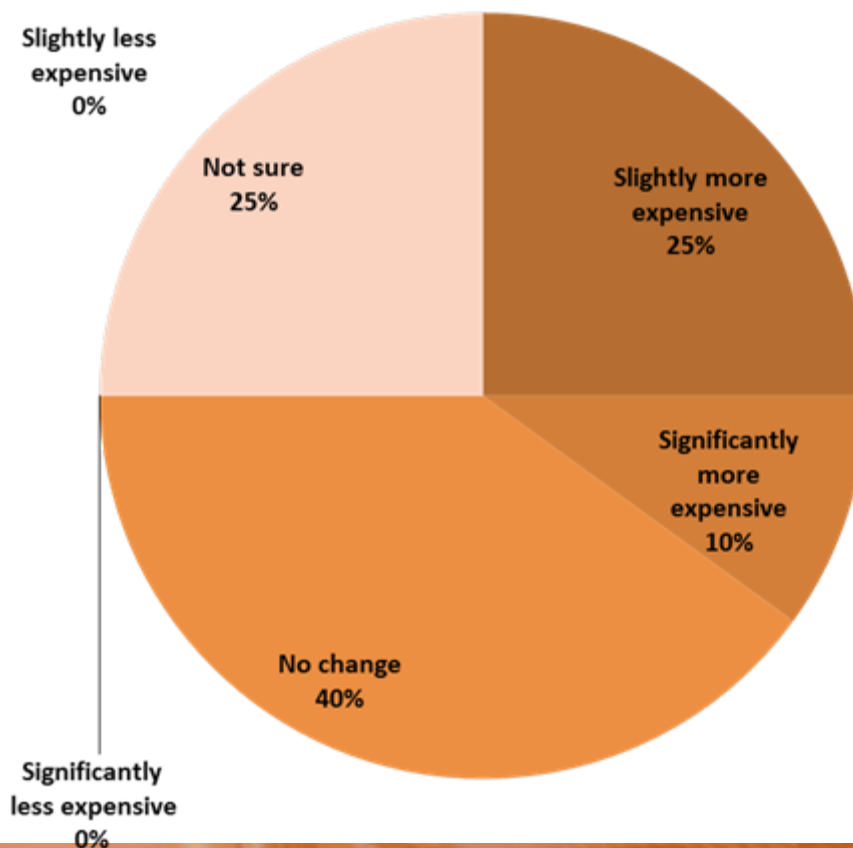
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5. Compared to 2008, how did your ACH write-offs / losses (in dollars) change in 2009?



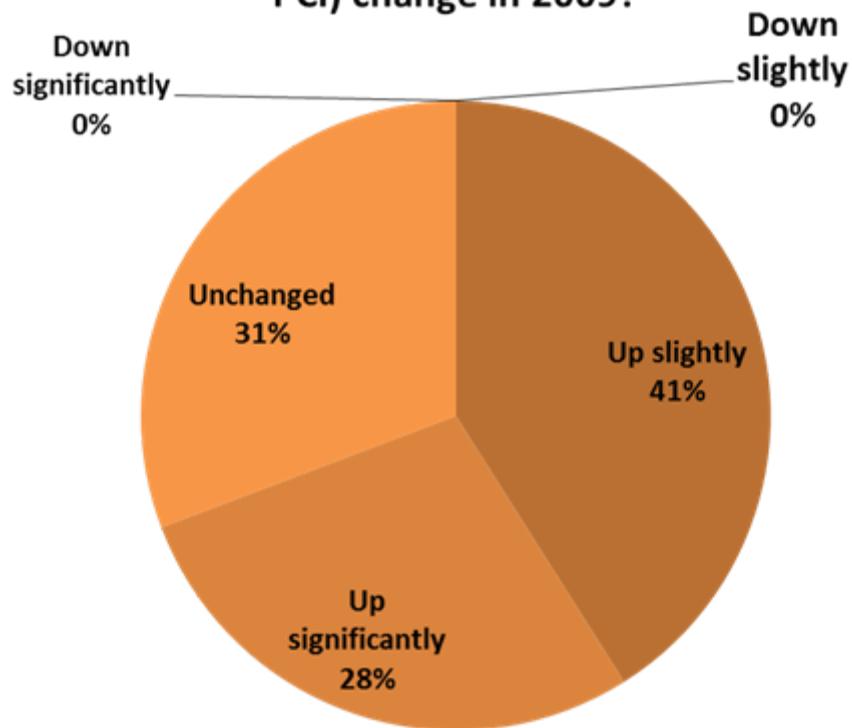
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6. What impact do you believe new Federal Reserve and OCC interpretations of Regulation E will have on your ACH transaction dispute management costs?



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7. Compared to 2008, how did your overall costs to comply with payments-related regulations (Reg E, NACHA rules, PCI) change in 2009?

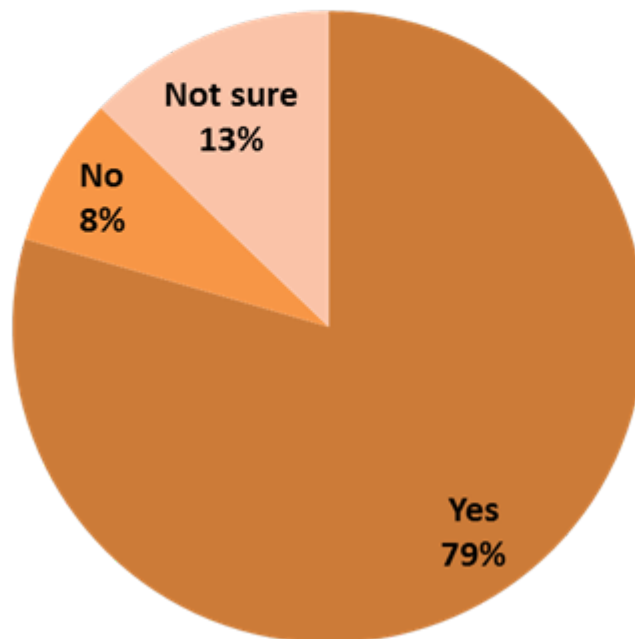




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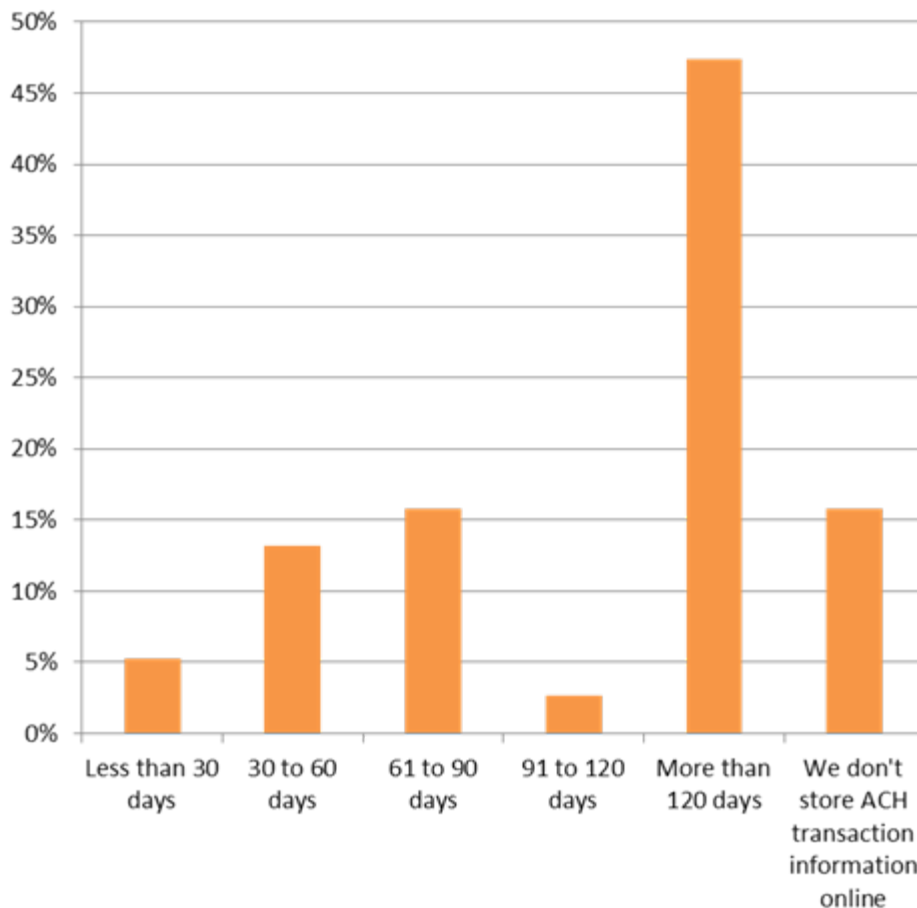
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8. Does your organization have a centralized solution to storing ACH transactions?



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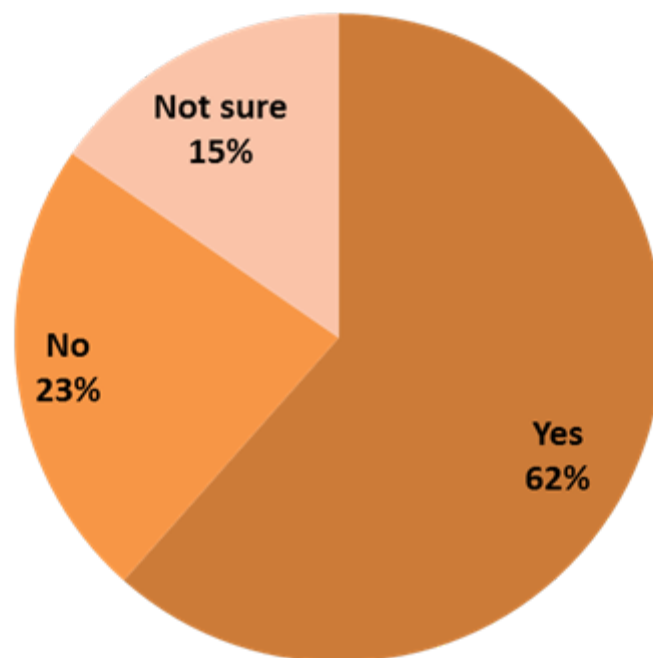
## 9. How long does your financial institution store ACH transaction information online?



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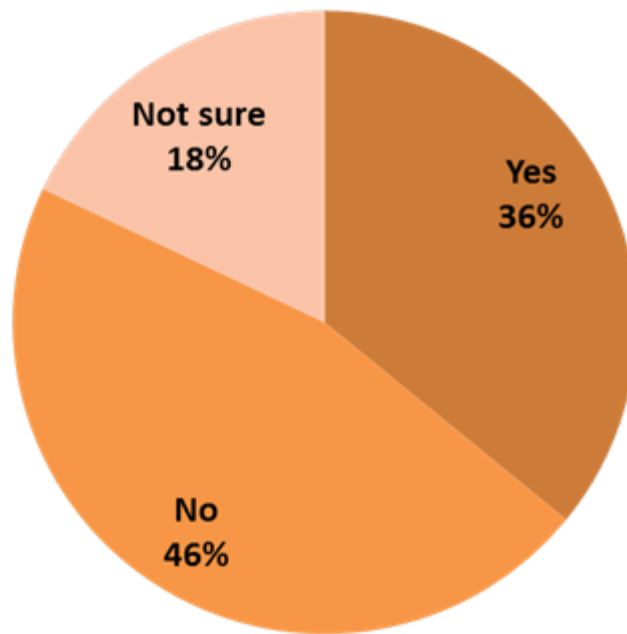
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10. Does your organization have a centralized solution for handling ACH transaction disputes?



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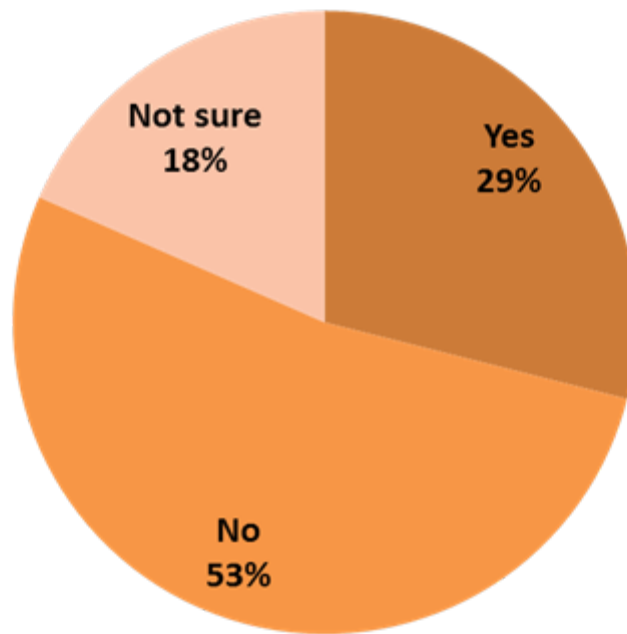
11. Does your current solution for handling ACH transaction disputes provide users across departments or geographic operations centers with the ability to access information real-time?



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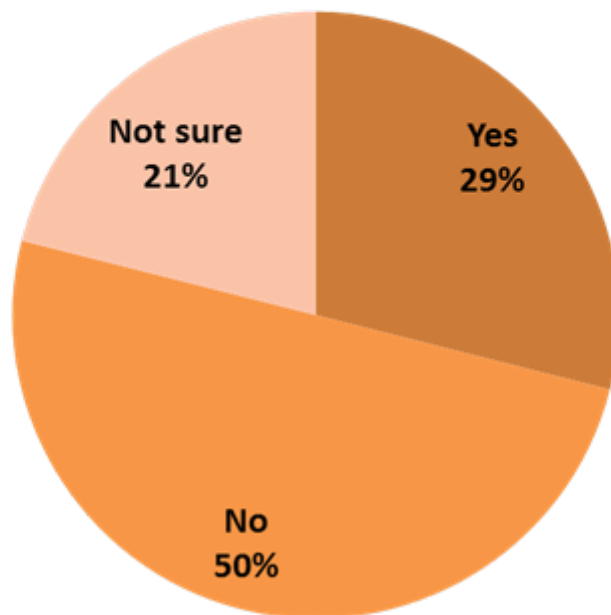
12. Does your current solution for handling ACH transaction disputes provide a centralized repository for storing and accessing imaged documents like WSUPP / WSUD?



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**13. Does your financial institution use an enterprise case management solution for managing all types of transaction disputes (ACH, check, card, etc.)?**



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14. Would your financial institution be open to using a trusted hosted solution for ACH transaction dispute management?

