

Yours, Mine, and Ours: Customer Service in the Bank-Fintech Partnership

Event

March 14, 2024 11:00–11:30 am PT | 1:00–1:30 pm CT | 2:00–2:30 pm ET
Speakers: Jeremy M. Creelan, Megan B. Poetzel, Laurel Loomis Rimón

Yours, Mine, and Ours: Customer Service in the Bank-Fintech Partnership

Join Jenner & Block Partners Jeremy Creelan, Megan Poetzel, and Laurel Loomis Rimón in the third CLE webinar in our series on Bank-Fintech Partnerships. Topics covered will include:

- Managing customer communications channels for service and diligence
- Handling customer complaints and sharing related information between partners
- How are regulators considering customer service in an era of skepticism about third- and fourth-party vendors?

Related Webinars:

Best Practices in Establishing and Documenting a Bank-Fintech Partnership

When Worlds Collide: Navigating Competing Financial Crime and Consumer Protection Requirements

Related Attorneys



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