



# 7 Steps to Earn the Certified Receivables Vendor (CRV) Designation

**Type of Certification: Business**  
 Intended for vendors (companies that provide products and services to the debt-buying industry) and brokers

## Benefits of Certification

- Decreased litigation
- Potential for lower insurance premiums
- Increased business opportunities
- Demonstrated commitment to compliance standards
- Ongoing educational opportunities
- Improved visibility with RMAI Certified members
- Enhanced organizational credibility
- Aligning your audits with your client's audit criteria

- 1. Read the Governance Document in its entirety** (including appendices): <https://rmaintl.org/GovernanceDocument>
  - Please refer to Appendix B for Certified Vendors (pages 56 - 64).
- 2. Complete a Pre-Certification Audit by an RMAI Authorized Audit Provider:** <https://rmaintl.org/authorized-audit-providers>
  - The Pre-Certification Audit is **not conducted on-site** and is separate from the Full Compliance Audit conducted at the midway point of the three-year CRV certification cycle. The pre-certification is a snapshot of the day the audit is conducted to show that you are in compliance with the standards prior to submitting the application.
- 3. Complete the Self Audit Checklist on the CRV application** to ensure your business is compliant with all applicable standards: <https://rmaintl.org/CRV-Application>
  - All Vendors (Standards 100 – 107)
  - Brokers (Standards 100 – 107 & 200 – 206)
  - Process Servers (Standards 100 – 107 & 301 – 306)
- 4. Assure your company's Chief Compliance Officer (CCO) is certified** (Standard 101).
  - CCO must have completed their individual CRCP certification prior to submitting CRV application (see 7 Steps to Earn the Certified Receivables Compliance Professional (CRCP) Designation).
- 5. Request proof of E&O and Cyber insurance to submit with completed CRV application** (Standard 104 and Appendix B)
- 6. Complete Website and Publication requirements** (Standard 106) prior to submitting application.
  - Maintain a publicly accessible website found by a web search using your corporate name.
  - Prepare template for publishing on home page of website **OR** on a single page directly accessible from the home page:
    - » Certified company name, certification number, and contact information
    - » Contact information for the CCO **and** a place for clients to submit a complaint
- 7. E-mail or mail your completed CRV application with payment and proof of insurance to RMAI.**
  - Pre-certification audit to be submitted by Auditor
  - CRV Application: <https://rmaintl.org/CRV-Application>
    - » *Email:* [cert@rmaintl.org](mailto:cert@rmaintl.org)
    - » *Mail:* 1050 Fulton Avenue, Suite 120, Sacramento, CA 95825
    - » *Submit Payment:* <https://rmai.rmaintl.org/store/crv> or mail a check

Fees and Costs	
3-Year Certification Application Fee	<b>Vendors</b> \$900 member \$1,300 non-member <b>Brokers &amp; Process Servers</b> \$1,800 member \$2,600 non-member
First-time Applicant Administrative Fee	\$100
3-Year Certification Renewal Fee	<b>Vendors</b> \$900 member \$1,300 non-member <b>Brokers &amp; Process Servers</b> \$1,800 member \$2,600 non-member
Sample Audit Cost	
<b>Vendors:</b> Approx. \$4,000 <b>Brokers &amp; Process Servers:</b> Approx. \$5,000 <b>Pre-Certification Audit:</b> Approx. \$3,000	

## What Happens After My Business Gets Certified?

- Prepare for and complete your Full Compliance Audit during the 16th to 20th month of your certification. *RMAI Authorized Audit Providers:* <https://rmaintl.org/authorized-audit-providers>
- Renew CCO CRCP designation every two years; contact RMAI if your CCO changes.