

RECEIVABLES MANAGEMENT CERTIFICATION PROGRAM

Program Overview

The Receivables Management Association International (RMAI) is a nonprofit trade association that represents the interests of more than 600 businesses within the receivables management industry, including banks, credit unions, nonbank lenders, debt buying companies, collection agencies, law firms, brokers, and industry-related product and service providers. RMAI's Receivables Management Certification Program (RMCP) sets the global standard within the receivables management industry by providing enhanced operational controls and consumer protections through rigorous and uniform industry standards of best practice. Founded in 1997, RMAI began certifying businesses and individuals in 2013. As of 2025, there are 520 active certifications that have been authorized.

A Single Compliance Footprint for Receivables

Individual Certification

The **Certified Receivables Compliance Professional (CRCP)** designation is required for the Chief Compliance Officer of every RMAI certified business and is a voluntary designation for others within the industry. Every two years, individuals must pass a criminal background check conducted by RMAI and obtain 24 continuing education credits in subjects related to the receivables management industry, including 2 required ethics credits and 1 credit on identifying and avoiding discriminatory collection practices.

Business Certification

Certifications are granted to businesses that comply with uniform and rigorous industry standards of best practices and pass an RMAI conducted criminal background check of the business, its owners, and its executive management. All standards meet federal and state statutory requirements and most exceed these requirements or create standards where none existed (see reference key). RMAI certification designations that are offered to businesses include:

- **Certified Receivables Business (CRB)** The certification issued for debt buying companies, law firms, and collection agencies.
- **Certified Receivables Vendor (CRV)** The certification issued for vendors that have or are looking to develop a business relationship with CRBs. To date, this designation has been issued to brokers and process servers.

Three Types of Compliance Audits & Attestation

- **Pre-Certification Audit** Performed by an independent third-party auditor <u>prior</u> to the initial application. The audit is required to be submitted with their application for certification.
- **Full Compliance Audit** Performed by an independent third-party auditor at the <u>mid-point</u> of each three-year certification cycle.
- **Limited Compliance Audit** Performed by an independent third-party auditor in response to specific and credible third-party allegations of non-conformity. A Limited Compliance Audit can be performed at <u>any</u> time at the direction of the Certification Audit Committee.
- **Self-Compliance Attestation** Performed <u>prior</u> to the initial application and every three (3) years thereafter when reapplying for certification. The self-compliance attestation must be completed as part of the application and will be subject to independent third-party audit verification.

Results of RMAI Certification

RMAI is pleased with statistics demonstrating the efficacy of the RMAI Certification Program when comparing various sources of publicly accessible data.

CFPB Complaints – When analyzing the CFPB Consumer Complaint Portal, RMAI Certified Businesses had impressive results that we feel are indicative of businesses that maintain robust industry standards of best practice that are contained in a high-performing self-regulatory program:

- 100 percent of CFPB complaints, disputes, and inquiries have received a response
- 96.4 percent of RMAI certified businesses have statistically zero CFPB complaints, disputes, or inquiries
- Only 1 out of 5,000 accounts in collections receive a CFPB complaint, dispute, or inquiry

Evolution of RMAI Certification

	Version 1.0	Version 13.0
Standards	19	63
Certification Eligibility	Debt Buyers	Debt Buyers, Collection
		Agencies, Law Firms, Brokers,
		Process Servers, and Vendors
Active Certifications	35	520
Asset Classes with Data &	Credit Cards	Credit Cards, Bankruptcy,
Document Requirements		Installment Loans, Judgments,
		Medical, Student Loans, and
		Vehicles & Equipment

BBB National Programs

As of March 1, 2024, BBB National Programs serves as the independent third-party administrator of the RMCP Remediation Committee. This collaboration underscores RMAI's proactive approach to consumer protection and reinforces our members' commitment to ethical conduct and dedication to advancing marketplace trust through industry self-regulation and dispute resolution.

Feedback and Contacts

RMAI encourages feedback on the Certification Program to ensure the program requirements continually evolve and remain the most comprehensive national standard of best practices for the industry. Send your comments to David Reid (RMAI General Counsel) at dreid@rmaintloog or Shannon Parod (RMAI Director of Certification & Administration) at sparod@rmaintloog or call (916) 482-2462. The full version of the Receivables Management Certification Program's Governance Document is available at www.rmaintloog/governancedocument. More information on RMAI Certification is available at www.rmaintloog/certification.

CERTIFICATION COMPARISON CHART

REFERENCE KEY		
No Federal and/or State Statutory Requirements	Stronger than Federal and/or State Requirements	Meets Federal & State Statutory Requirement
^A Amended in Version 13.0		
New in Version 13.0 (no new standar	rds in 2025)	

Series "A" Standards Debt Buying Companies, Collection Law Firms and Collection Agencies A Standard # A1	Certified Receivables Business (CRB)		
Astandard # A1 Requires compliance with FDCPA, TCPA, FCRA, SCRA, EFTA, GLBA, Reg F, Dodd- Laws & Regulations Requires a minimum insurance threshold for cyber and errors & omissions policies Insurance Coverage Based on annual receipts resulting from debt collection. Standard # A3 Requires a criminal background check on all new full and part time prospective employees who will have access to consumer data. Standard # A4 Employee Training Programs Astandard # A5 Complaint and Dispute Resolution Standard # A6 Consumer Notices A Standard # A7 Data Security A Standard # A7 Data Security A Standard # A8 CFPB Consumer Complaint System A Standard # A8 CFPB Consumer Complaint System A Standard # A9 Requires an processor consumer to the components of a "reasonable data security policy," the requirements and comply therewith. Requires the business to: (1) establish a portal for the receipt of consumer complaints, disputes, and inquiries. Standard # A9 Requires all payments to be processed consistent with any instructions given by analyze the volume and nature of the consumer complaints, disputes, and inquiries. Standard # A10 Standard # A10 Standard # A10 Standard # A12 Standard # A12 Prohibits the bringing a lawsuit on a debt that is beyond the statue and prohibits the toringing a lawsuit on a debt that is beyond the statue and prohibits the the reviving of an out of Stantue account through receipt of a payment. Standard # A12 Requires the position of Chief Compliance Officer (CCO) charged with internal	Series "A" Standards		
Standard # A2 Requires a minimum insurance threshold for cyber and errors & omissions policies based on annual receipts resulting from debt collection.	<u> </u>		
Requires a minimum insurance threshold for cyber and errors & omissions policies based on annual arceipts resulting from debt collection. Standard # A3	^A Standard # A1	Requires compliance with FDCPA, TCPA, FCRA, SCRA, EFTA, GLBA, Reg F, Dodd-	
Based on annual receipts resulting from debt collection.	Laws & Regulations	Frank, U.S. Bankruptcy Code, as well as state and local consumer protection laws.	
Requires a criminal background check on all new full and part time prospective employees who will have access to consumer data. Requires annual employee training on RMAI Certification Standards, corporate policies and procedures, and laws and regulations. **Standard # A5 Complaint and Dispute Resolution Requires policies and procedures that instruct employees how to handle and process consumer complaints and disputes in compliance with the law. Requires the policy to conform to components of a "reasonable consumer complaint and dispute resolution policy." Standard # A6 Consumer Notices **A Standard # A7 Data Security Requires a data security policy that: (1) meets or exceeds state and federal laws and regulations; (2) requires an annual risk assessment and to make adjustments based on the results; and (3) conforms to the components of a "reasonable data security policy," the requirements of which align with the FTC Safeguards Rule. **A Standard # A8 CFPB Consumer Complaint System **Requires the business to: (1) establish a portal for the receipt of consumer complaints, disputes, or inquiries according to CFPB's prescribed guidelines, and (3) annually analyze the volume and nature of the consumer complaints, disputes, and inquiries. Standard # A10 Standard # A10 Standard # A11 Credit Bureau Reporting Requires notifying credit bureaus within 30 days of: (1) identifying inaccurate information; (2) a consumer disputing the accuracy of a report; and (3) a change in ownership of a receivable, unless the tradeline was deleted. Prohibits the bringing a lawsuit on a debt that is beyond the statute and prohibits the reviving of an out of statute account through receipt of a payment.	Standard # A2	Requires a minimum insurance threshold for cyber and errors & omissions policies	
Criminal Background Checks Standard # A4 Employee Training Programs A Standard # A5 Equires annual employee training on RMAI Certification Standards, corporate policies and procedures, and laws and regulations. A Standard # A5 Complaint and Dispute Resolution Standard # A6 Consumer Notices A Standard # A7 Data Security A Standard # A7 Data Security A Standard # A8 CFPB Consumer Complaint System A Standard # A9 CFPB Consumer Complaint System A Standard # A9 Requires the business to: (1) establish a portal for the receipt of consumer complaints, disputes, and inquiries. Standard # A9 Requires all payments to be processed consistent with any instructions given by the consumer at the time of payment. A Standard # A10 Standard # A11 Credit Bureau Reporting Criminal Background Checks Requires annual employee training on RMAI Certification Standards, corporate poblicies and procedures, and laws and regulations. Requires and laws and regulations. Requires the maintenance of a master database of all state and federal consumer notice requirements and comply therewith. Requires a data security policy that: (1) meets or exceeds state and federal laws and regulations; (2) requires an annual risk assessment and to make adjustments based on the results; and (3) conforms to the components of a "reasonable data security policy." the requirements of which align with the FTC Safeguards Rule. Requires the business to: (1) establish a portal for the receipt of consumer complaints, disputes, and inquiries with the CFPB, (2) respond to all complaints, disputes, or inquiries according to CFPB's prescribed guidelines, and (3) annually analyze the volume and nature of the consumer complaints, disputes, and inquiries. Standard # A10 Requires all payments to be processed consistent with any instructions given by the consumer at the time of payment. Requires notifying credit bureaus within 30 days of: (1) identifying inaccurate information; (2) a consumer disputing the accuracy of a report; and (3) a change in ownership	Insurance Coverage	based on annual receipts resulting from debt collection.	
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Chief Compliance Officer compliance CCO is required to maintain an Individual Cortification based on	Chief Compliance Officer	compliance. CCO is required to maintain an <u>Individual Certification</u> based on	
receiving ongoing educational requirements related to collection laws and	Chief Compilance Officer	· · · · · · · · · · · · · · · · · · ·	
regulations and industry best practices.			

Standard # A14	Requires the maintenance of a publicly accessible website which publishes
Website & Publication	contact information for the company and the Chief Compliance Officer and
	provides a link to RMAI's consumer education web page.
^A Standard # A15	Requires vendor management policies and procedures with defined due diligence
Vendor Management	and/or audit controls. Must perform annual assessment of its policy and third-
	party vendors to determine whether they continue to meet or exceed program
	requirements.
Standard # A16	Requires policy requiring an affiant be under oath and in the presence of a notary
Affidavits	and provide truthful and accurate statements based on personal knowledge or
	being familiar with the business records.
Standard # A17	Requires all commissions or bonuses based on collection activity to include
Commissions	compliance-related criteria for the payment of such forms of compensation.
Standard # A18	Requires certified businesses to: (1) refrain from communicating with consumers
State of Emergency	regarding a debt when there is a natural disaster that is impacting a community;
· ,	(2) implement their consumer hardship policy when FEMA has declared an
	emergency; and (3) avoid soliciting or attaching to government relief funds.
Standard # A19	Prohibits initiating engagement with a consumer on a public facing social media
Social Media	platform for the purposes of, or related to, debt collection. Permits the use of
	publicly available information and private communication tools.
Standard # A20	Requires maintaining a consumer hardship policy that includes: (1) actively
Hardship Policy	listening for words that would suggest a consumer is experiencing a hardship; (2)
That astrip i oney	accepting consumer requests in oral and written form; (3) providing consumers
	with all available options that are contained in the hardship policy; (4) ceasing
	collection activities when the consumer's only income is from exempt sources;
	and (5) placing collection holds on all open accounts with the same consumer.
^A Standard # A21	Requires any company wishing to perform collection activities from a remote
Remote Office	location to comply with an extensive list of requirements that are modeled after
Remote Office	those adopted in Maryland and Washington State in 2020.
Standard # A22	Requires a policy designed to prevent discriminatory practices in the collection of
Discriminatory Collection	debt, including through the use of computer algorithms and artificial intelligence.
Practices	debt, including through the use of computer algorithms and artificial intelligence.
Standard # A23	Requires the recording of consumer communication restrictions and based on
Communication Restrictions	statutory, regulatory, or contractual requirements to transmit those restrictions
	to clients, agents, or purchasers.
	Series "B" Standards
	Debt Buying Companies and Creditors
Standard # B1	Credit Cards – 22 data and document elements (consistent with CFPB and OCC
Purchase & Sale Documentation	mandated practices); <i>Auto Deficiencies</i> – 20 data and document elements; <i>Auto</i>
Requirements	Secured – 19 data and document elements; Bankruptcy – 19 data and document
	elements; <i>Installment Loans</i> [Traditional and Fintech] – 27 data and document
	elements; <i>Judgments</i> – 21 data and document elements; <i>Medical</i> – 39 data and
	document elements; Student Loans – 33 data and document elements; and
	Commercial Debt – 43 data and document elements (combined).
Standard # B2	Requires the inclusion of five specific representations and warranties in all
Representations & Warranties	purchase agreements.
Standard # B3	Requires reasonable due diligence be performed on entities the company seeks to
Due Diligence	contract with for the purchase or sale of receivables prior to the transmission or
	receipt of any account level data.
Standard # B4	Prohibits the sale of accounts when: (1) the seller does not have access to original
Sale Restrictions	account-level documentation; (2) the consumer disputes the validity or accuracy

	of the deht: (2) an account has been settled in full naid in full normanently
Standard # B5 Per Diem Counsel	of the debt; (3) an account has been settled-in-full, paid-in-full, permanently closed due to Consumer hardship, or permanently closed pursuant to a regulatory or judicial order; (4) the account has been identified as having been created as a result of identity theft or fraud; (5) the account has been "discharged and closed" in bankruptcy, except when associated with secured liens or obligations associated with a non-bankrupt co-obligor; and (6) terms and conditions are not contained in the sales agreement that requires the purchaser to meet or exceed RMAI certification standards. Requires the transmission of data and documents to per diem counsel at least three (3) business days prior to the date of a scheduled court appearance.
Standard # B6	Prohibits the accruing of interest on credit card accounts after charge-off and
Interest	prior to judgment.
	Series "C" Standards
	Collection Law Firms
Standard # C1	Requires attorneys employed by the firm to be admitted to the Bar and remain in
Bar Admission	good standing.
Standard # C2	Requires attorneys employed by the firm to receive biennial legal education
Legal Education	related to collection law and/or collection litigation.
^A Standard # C3	Requires a minimum insurance threshold for legal malpractice insurance based on
Legal Malpractice Insurance	annual receipts resulting from debt collection legal services.
^A Standard # C4	Requires trust accounts at a federally insured financial institution for the
Trust Accounts	segregation of client funds following rules for such accounts established by the state bar.
Standard # C5	Requires attorneys to review documents, venue, applicable statute of limitations,
Meaningful Attorney	court procedures, and applicable laws and regulations before suit is filed.
Involvement	source procedures) and approache land and regulations before suite is mean
Standard # C6	Requires electronically imaged copies of all collection-related judgments and to
Judgment Retention	transmit a copy of the judgment to the judgment holder upon request.
^A Standard # C7	Requires the transmission to a client within three (3) business days any written
Consumer & Regulatory	consumer complaints received by the law firm on one of the client's accounts.
Complaints	, and an
Standard # C8	Requires collection attorneys to have in their possession all the appropriate
Court Proceedings	documents and data pertaining to the nature of a court hearing they are
	attending and to be prepared to provide the same information to the court.
Standard # C9	Prohibits seeking or supporting a writ of capias or otherwise promoting the arrest
Capias	or detainment of a consumer on a collection matter.
	Series "D" Standards
	Collection Agencies
Standard # D1	Requires a minimum bonding threshold consistent with state law.
Bonding	neganes a minimum bonding un esticia consistent with state law.
A Standard # D2	Requires trust accounts at a federally insured financial institution in which all
Trust Accounts	monies received on claims shall be deposited. Such monies shall be reconciled
	and transmitted to the client on a monthly basis.
Standard # D3	Requires collection agencies to respond to client inquiries within five (5) business
Client Inquiries	days, or such shorter period agreed to between the parties.
^A Standard # D4	Requires the transmission to a client within three (3) business days any written
Consumer & Regulatory	consumer complaints received by the collection agency on one of the client's
Complaints	accounts.
Standard # D5	Requires collection agencies to cease collection activity on a client's accounts
Cessation of Collections	upon written notice from the client.
	The state of the s

Standard # D6	Requires collection agencies to return all consumer data and/or accounts within
Account Recalls	fourteen (14) business days from receipt of a written request for their return or
	within such period of time as agreed to in writing between the parties.

	Certified Receivables Vendor (CRV)
Series "100" Standards	
	Vendors
Standard # 101	Requires the position of Chief Compliance Officer (CCO) charged with internal
Chief Compliance Officer	compliance. CCO is required to maintain an <u>Individual Certification</u> based on
	receiving ongoing educational requirements related to collection laws and
	regulations and industry best practices.
Standard # 102	Requires a criminal background check on all new full and part time prospective
Criminal Background Checks	employees who will have access to consumer data.
Standard # 103	Requires annual employee training on RMAI Certification Standards, corporate
Employee Training Programs	policies and procedures, and laws and regulations.
Standard # 104	Requires a minimum insurance threshold for cyber crime and errors & omissions
Insurance	policies to which all participants must adhere.
A Standard # 105	Requires a data security policy that: (1) meets or exceeds state and federal laws and
Data Security	regulations; (2) requires an annual risk assessment and to make adjustments based
	on the results; and (3) conforms to the components of a "reasonable data security
	policy," the requirements of which align with the FTC Safeguards Rule.
Standard # 106	Requires the maintenance of a publicly accessible website which publishes
Website & Publication	contact information for the company and the Chief Compliance Officer and
Ac. 1 1 4 4 0 7	provides a link to RMAI's consumer education web page.
^A Standard # 107	Requires vendor management policies and procedures with defined due diligence
Vendor Management	and/or audit controls. Must perform annual assessment of its policy and third-
	party vendors to determine whether they continue to meet or exceed program
	requirements.
	Series "200" Standards Brokers
Standard # 201	Requires the marketing of accounts to be subject to broker agreements that
Broker Agreements	clearly indicate who the client is and prohibits the broker from representing both
Stoke Agreements	the buyer and the seller without a signed acknowledgement from both parties.
Standard # 202	Requires commercially reasonable efforts to obtain an exclusivity clause in broker
Multiple Listings	agreements to prevent accounts from being simultaneously listed and marketed
ge	by multiple brokers.
Standard # 203	Requires reasonable due diligence be performed, on behalf of their client, on
Due Diligence	parties associated with a sales transaction prior to the transmission of any
	account level data.
Standard # 204	Prohibits brokers from knowingly allowing the seller to misrepresent accounts or
Misrepresentation of Accounts	to sell accounts that had issues concerning title, accuracy or integrity of account
	information, fraud, or identity theft.
Standard # 205	Requires brokers to remind their certified clients of the representations and
Purchase/Sale Agreement	warranties requirements contained in Standard # B2 and the possible
Requirements	consequences associated with noncompliance.
Standard # 206	Prohibits brokers from taking title or having any ownership interest in the
Title	receivables it brokers.

Series "300" Standards Process Servers	
Standard # 301	Requires a process server to deploy global positioning system (GPS) technology to
GPS Technology	record the time, date, and location of the delivery of service.
Standard # 302	When permitted by law, requires the individual delivering service to take a
Photos/Video	photo/video of the location and manner of service and, in the case of in-person service, the individual being served.
Standard # 303	Requires a process server to perform monthly audits of each employee/agent that
Audits	delivers service by randomly selecting one of the days they worked from the prior month to review.
Standard # 304	Requires process servers to pay their employees/agents the same fee for both
Pricing	successful and unsuccessful service attempts.
Standard # 305	Requires owners and employees of a process server to use another company for
Conflict of Interest	the delivery of service related to their own personal or business interests.
Standard # 306	Requires compliance with all state and municipal process serving licensing laws.
License	