



EXECUTIVE SUMMARY

A before-and-after analysis of lawsuits filed against businesses certified through the Receivables Management Association International (RMAI) Receivables Management Certification Program (RMCP) found that after certification, litigation against RMAI's certified businesses, as an average, decreased by 20.8% in the seven-year span from 2012 to 2018. Looking at a breakdown of the litigation by areas of law, the lawsuits filed against violations to the Fair Debt Collection Practices Act (FDCPA), the Fair Credit Reporting Act (FCRA), and the Telephone Consumer Protection Act (TCPA) experienced similar declines after certification.

However, during the same time horizon, litigation activity involving companies in the overall accounts receivables industry increased by 3.1%. Lawsuits with FDCPA, FCRA, and TCPA violations experienced a 3.5% decrease, 13.5% increase, and a 26.7% increase, respectively.

CONCLUSIONS

Consumer protection is the primary goal of the RMCP. Because the program's standards meet, exceed, or are unprecedented in existing state and federal regulations, consumers are assured stronger and more stringent protections when dealing with RMCP certified businesses.

The correlation between the RMCP and a statistically significant decrease in lawsuits, as well as decreases in specific actions (FDCPA, FCRA, and TCPA) for certified businesses after earning their certification designation, demonstrates the effect of the program's high standards and focus on accountability.