



Educational Offerings

Vendor and Service Provider Management & Oversight

September 24, 2020 – 9:00am PT/11:00am CT/12:00pm ET

One (1) RMAI Education Credit toward Certification/Recertification

A robust Vendor and Service Provider Program evaluates and minimizes compliance risks related to consumer financial laws. The presenters of this course will share their expertise for how to implement a program that measures risk from your due diligence processes through your monitoring and auditing procedures.

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Pricing:

Member: *Free

*One free registration per member company; additional registrations at member rate)

Non – Member: \$94

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Course Presenters:



Sara Woggerman is a passionate thought leader in the accounts receivables management industry and is a highly sought-after compliance leader with a background in operational processes.

As the Owner and President of ARM Compliance Business Solutions, Sara Woggerman works with organizations to drive compliant business practices through her consulting solutions. Sara's personalized approach prepares financial institutions for regulatory examinations, manage litigation risk, and improves the consumer experience. Sara is known for her passion in helping companies overcome their unique compliance and operational challenges through delivery of compliance risk assessments, policy development, service provider management and oversight, and executive level training programs designed to help financial services companies mitigate risk and maximize efficiency.



Alicia McKeighan is the Chief Compliance Officer for Afni, Inc. She's been in the industry for twelve years, and started her career in the collection industry managing defense litigation, which she still oversees. Alicia is primarily responsible for implementation and maintenance of Afni's compliance management system which consists of board and management oversight, complaint handling, policies and procedures, vendor oversight, audit and monitoring and training.