

7 Steps to Complete the Certified Receivables Business (CRB)

1. Read the **Governance Document** in its entirety (including appendices).
<https://rmaintl.org/certification/>
2. Perform a **self-audit** using the CRB application to ensure your company is compliant with all applicable standards.
 - **Debt Buying Company (Standards 1- 22)**
 - **Collection Law Firm (Standards 1-18 and 23-29)**
 - **Third-Party Collection Agency (Standards 1-18 and 30-35)**
3. Submit proof of insurance with completed application.
 - **Debt Buyers and Third-Party Collection Agencies (Standard 2)**
 - Obtain a \$2,000,000 E&O policy if company has more than \$10 million in annual receipts.
 - Obtain a \$1,000,000 E&O policy if company has \$2 million to \$10 million in annual receipts.
 - Obtain a \$500,000 E&O policy if company has less than \$2 million in annual receipts.
 - **Collection Law Firms (Standard 24)**

A collection law firm shall maintain legal malpractice insurance coverage in an amount of no less than one million U.S. dollars (\$1,000,000) per event/occurrence. [This will satisfy the requirements of Standard # 2.]
4. Register your company on the **CFPB Consumer Complaint Portal (Standard 8)**.
 - **Any Family of Companies that communicates with consumers must register as well.**
5. Have the company's **Chief Compliance Officer (CCO) become certified (Standard 13)**.
 - CCO must have completed their individual CRCP certification prior to submitting company application (see 7 Steps to Complete the Certified Receivables Compliance Professional -CRCP- Designation).
6. Complete **Website and Publication requirements (Standard 14)** prior to submitting application.
 - Maintain a publicly accessible website found by a web search using your corporate name.
 - Publish 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 consumers to submit a complaint
 - Hyperlink to the RMAI's Consumer Resources page: <https://rmaintl.org/consumers/>
7. E-mail or mail your completed certification application, proof of insurance, and payment, to RMAI.
 - Company Certification Application: https://rmaintl.org/wp-content/uploads/2019/03/Certification-Application_CRB-v7.0-FILLABLE_20190321.pdf
 - **Email:** cert@rmaintl.org ; **Mail:** 1050 Fulton Avenue, Suite 120 Sacramento, CA 95825

What Happens After my Company gets Certified?

- ✓ Prepare for and complete your compliance audit during the 16th and 20th month of your certification. RMAI **Authorized Audit Providers:** <https://rmaintl.org/certification/authorized-audit-providers/>
 - Failure to complete the audit in five (5) month period will result in a suspension of certified status
- ✓ Maintain CCO designation every two years; contact RMAI if your CCO changes.

For more information on RMAI's Certification Program contact
Michelle Wren at (916) 482-2462 or mwren@rmaintl.org
or visit <http://www.rmaintl.org/certification/>