

## 7 Steps to Complete the Certified Receivables Vendor (CRV)

1. Read the **Governance Document** in its entirety (including appendices).
  - **Governance Document:** <https://rmaintl.org/wp-content/uploads/2019/03/Certification-Policy-version-7.0-FINAL-with-Hyperlinks.pdf>
  - Please refer to **Appendix B** for Vendor Certification (pages 51 - 60).
2. Complete the **Self Audit Checklist** on the CRV application to ensure your business is compliant with all applicable standards. [https://rmaintl.org/wp-content/uploads/2019/03/Vendor-Certification-Application\\_CRV-v7.0-FILLIABLE\\_201900322.pdf](https://rmaintl.org/wp-content/uploads/2019/03/Vendor-Certification-Application_CRV-v7.0-FILLIABLE_201900322.pdf)
  - **General Vendor Certification (Standards 100 – 107)**
  - **Broker Certification (Standards (100 – 107 & 200 – 206)**
3. Complete a Pre-Certification Audit by an RMAI Authorized Audit Provider:  
<https://rmaintl.org/certification/authorized-audit-providers/>
  - The pre-certification audit is **not conducted on-site** and is separate from the Full Compliance Audit that will be conducted at the midway point of the three-year Vendor Certification cycle.
4. Have the company's **Chief Compliance Officer (CCO) become certified (Standard 101)**.
  - 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](#)).
5. Submit proof of insurance with completed application (**Standard 104**)
  - Obtain a \$1,000,000 Errors & Omissions insurance policy.
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.
  - 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 clients to submit a complaint
7. E-mail or mail your completed certification application, proof of insurance, and payment, to RMAI.
  - Pre-certification audit to be submitted by Auditor.
  - **Email:** [cert@rmaintl.org](mailto:cert@rmaintl.org)
  - **Mail:** 1050 Fulton Avenue, Suite 120 Sacramento, CA 95825

### What Happens After my Business gets Certified?

- ✓ Prepare for and complete your Full Compliance Audit during the 16<sup>th</sup> to 20<sup>th</sup> month of your three-year 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 an automatic 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](mailto:mwren@rmaintl.org)  
or visit <http://www.rmaintl.org/certification/>