

# CFPB COMPLAINTS\*

## on RMAI Certified Businesses

### RESPONSE RATE



### TIMELY RESPONSE



COMPLAINTS  
ACCOUNTS IN  
COLLECTIONS



**1 out of 5,000**  
accounts in collections receive a complaint on the CFPB complaint portal

### RMAI's Certified Business Complaints

When calculating the percentage of a certified business's complaints over the total "Debt Collection" complaints on the CFPB portal, almost all businesses had nearly 0% or no complaints



## RECEIVABLES MANAGEMENT CERTIFICATION PROGRAM (RMCP)

The RMCP sets the global standard within the receivables industry by providing enhanced operational controls and consumer protections through rigorous and uniform industry standards of best practices.

RMAI began certifying businesses and individuals in 2013. As of 2019, over 375 certifications have been authorized.



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\*The CFPB portal includes consumer communications of a non-complaint nature, including generic inquiries and account notifications.