



## 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/2020/04/Certification-Policy-version-8.0-FINAL-with-Hyperlink.pdf>
  - Please refer to **Appendix B** for Vendor Certification (pages 56 - 64).
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/2020/04/Vendor-CertificationApplication\\_CRV-FILLABLE-v8.0-20200401.pdf](https://rmaintl.org/wp-content/uploads/2020/04/Vendor-CertificationApplication_CRV-FILLABLE-v8.0-20200401.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.

For more information on RMAI's Certification Program contact  
Caitlyn Vaden at (916) 482-2462 or [cvaden@rmaintl.org](mailto:cvaden@rmaintl.org)  
or visit <http://www.rmaintl.org/certification/>

- ✓ Maintain CCO designation every two years; contact RMAI if your CCO changes.

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