

Receivables Management Association International (RMAI) is the nonprofit trade association that represents the interests of more than 600 businesses that support the purchase, sale, and collection of performing and nonperforming receivables on the secondary market. RMAI's Receivables Management Certification Program (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 practice. Founded in 1997, RMAI began certifying businesses and individuals in 2013. As of 2023, over 460 certifications have been authorized.

A Single Compliance Footprint for Receivables

Individual Certification

The **Certified Receivables Compliance Professional (CRCP)** designation is required for the Chief Compliance Officer of every RMAI certified business and is a voluntary designation for others within the industry. Every two years, individuals must pass a criminal background check conducted by RMAI and obtain 24 continuing education credits in subjects related to the receivables management industry, including 2 required ethics credits and 1 credit on identifying and avoiding discriminatory collection practices.

Business Certification

Certifications are granted to businesses that comply with uniform and rigorous industry standards of best practices and pass an RMAI conducted criminal background check of the business, its owners, and its executive management. All standards meet federal and state statutory requirements and most exceed these requirements or create standards where none existed (see reference key). RMAI certification designations that are offered to businesses include:

- **Certified Receivables Business (CRB)** – The certification issued for debt buying companies, law firms, and collection agencies.
- **Certified Receivables Vendor (CRV)** – The certification issued for vendors that have or are looking to develop a business relationship with CRBs. To date, this designation has been issued to brokers and process servers.

Four Types of Compliance Audits

- **Full Compliance Audit** – Performed by an independent third-party auditor at the mid-point of each three-year certification cycle.
- **Limited Compliance Audit** – Performed by an independent third-party auditor in response to specific and credible third-party allegations of non-conformity. A Limited Compliance Audit can be performed at any time at the direction of the Certification Audit Committee.
- **Pre-Certification Audit** – Performed by an independent third-party auditor on vendors prior to the initial application. The audit is required to be submitted with their application for certification. Beginning March 1, 2024, a Pre-Certification Audit will be required for debt buyers, law firms, and collection agencies seeking initial certification.
- **Self-Compliance Audit** – Performed prior to the initial application and every three (3) years thereafter when reapplying for certification. The self-compliance audit must be attested to in the application and will be subject to independent third-party audit verification.

Results of RMAI Certification

RMAI is pleased with statistics demonstrating the efficacy of the RMAI Certification Program:

- Consumer litigation decreased by 20.8 percent in the seven-year span after becoming certified
- FDCPA lawsuits decreased 16.7 percent compared to industry average
- FCRA lawsuits decreased 31.5 percent compared to industry average
- TCPA lawsuits decreased 46.0 percent compared to industry average
- 100 percent of CFPB complaints, disputes, and inquiries have received a response
- 97 percent of RMAI certified businesses have statistically zero CFPB complaints, disputes, or inquiries
- Only 1 out of 5,000 accounts in collections receive a CFPB complaint, dispute, or inquiry

Evolution of RMAI Certification

| | Version 1.0 | Version 11.0 |
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| Standards | 19 | 63 |
| Certification Eligibility | Debt Buyers | Debt Buyers, Collection Agencies, Law Firms, Brokers, Process Servers, and Vendors |
| Active Certifications | 35 | 464 |
| Asset Classes with Data & Document Requirements | Credit Cards | Credit Cards, Bankruptcy, Installment Loans, Judgments, Medical, Student Loans, and Vehicles & Equipment |

Feedback and Contacts

RMAI encourages feedback on the Certification Program to ensure the program requirements continually evolve and remain the most comprehensive national standard of best practices for the industry. Send your comments to Jan Stieger (RMAI Executive Director) at jstieger@rmaintl.org or David Reid (RMAI General Counsel) at dreid@rmaintl.org or call (916) 482-2462. The full version of the Receivables Management Certification Program's Governance Document is available at www.rmaintl.org/governancedocument. More information on RMAI Certification is available at www.rmaintl.org/certification.

CERTIFICATION COMPARISON CHART

| REFERENCE KEY | | |
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| No Federal and/or State Statutory Requirements | Stronger than Federal and/or State Requirements | Meets Federal & State Statutory Requirement |
| ^A Amended in Version 11.0 ^N New in Version 11.0 | | |

| Certified Receivables Business (CRB) | |
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| Series "A" Standards | |
| Debt Buying Companies, Collection Law Firms and Collection Agencies | |
| Standard # A1 Laws & Regulations | Requires compliance with FDCPA, TCPA, FCRA, SCRA, EFTA, Dodd-Frank, U.S. Bankruptcy Code, as well as all state and local consumer protection laws. |
| Standard # A2 Insurance Coverage | Requires a minimum insurance threshold for cyber crime and errors & omissions policies to which all participants must adhere. |
| Standard # A3 Criminal Background Checks | Requires a criminal background check on all new full and part time prospective employees who will have access to consumer data. |
| Standard # A4 Employee Training Programs | Requires annual employee training on RMAI Certification Standards, corporate policies and procedures, and laws and regulations. |
| Standard # A5 Complaint and Dispute Resolution | Requires policies and procedures that instruct employees how to handle and process consumer complaints and disputes in compliance with the law. Requires the policy to conform to components of a "reasonable consumer complaint and dispute resolution policy." |
| Standard # A6 Consumer Notices | Requires the maintenance of a master database of all state and federal consumer notice requirements and comply therewith. |
| Standard # A7 Data Security | Requires a data security policy that: (1) meets or exceeds state and federal laws and regulations; (2) requires an annual risk assessment and to make adjustments based on the results; and (3) conforms to the components of a "reasonable data security policy" RMAI developed with the FTC. |
| Standard # A8 CFPB Consumer Complaint System | Requires the business to: (1) establish a portal for the receipt of consumer complaints, disputes, and inquiries with the CFPB, (2) respond to all complaints, disputes, or inquiries according to CFPB's prescribed guidelines, and (3) annually analyze the volume and nature of the consumer complaints, disputes, and inquiries. |
| Standard # A9 Payment Processing | Requires all payments to be processed consistent with any instructions given by the consumer at the time of payment. |
| Standard # A10 State Licensing Requirements | Requires compliance with all state and municipal collection licensing laws. |
| Standard # A11 Credit Bureau Reporting | Requires notifying credit bureaus within 30 days of: (1) identifying inaccurate information; (2) a consumer disputing the accuracy of a report; and (3) a change in ownership of a receivable. |
| Standard # A12 Statute of Limitations | Prohibits the bringing a lawsuit on a debt that is beyond the statute and prohibits the reviving of an out of statute account through receipt of a payment. |
| Standard # A13 Chief Compliance Officer | Requires the position of Chief Compliance Officer (CCO) charged with internal compliance. CCO is required to maintain an <u>Individual Certification</u> based on receiving ongoing educational requirements related to collection laws and regulations and industry best practices. |

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| Standard # A14 Website & Publication | Requires the maintenance of a publicly accessible website which publishes contact information for the company and the Chief Compliance Officer and provides a link to RMAI's consumer education web page. |
| Standard # A15 Vendor Management | Requires vendor management policies and procedures with defined due diligence and/or audit controls. Must perform annual assessment of its policy and third-party vendors to determine whether they continue to meet or exceed program requirements. |
| Standard # A16 Affidavits | Requires policy requiring an affiant be under oath and in the presence of a notary and provide truthful and accurate statements based on personal knowledge or being familiar with the business records. |
| Standard # A17 Commissions | Requires all commissions or bonuses based on collection activity to include compliance-related criteria for the payment of such forms of compensation. |
| Standard # A18 State of Emergency | Requires certified businesses to: (1) refrain from communicating with consumers regarding a debt when there is a natural disaster that is impacting a community; (2) implement their consumer hardship policy when FEMA has declared an emergency; and (3) avoid soliciting or attaching to government relief funds. |
| Standard # A19 Social Media | Prohibits initiating engagement with a consumer on a public facing social media platform for the purposes of, or related to, debt collection. Permits the use of publicly available information and private communication tools. |
| Standard # A20 Hardship Policy | Requires maintaining a consumer hardship policy that includes: (1) actively listening for words that would suggest a consumer is experiencing a hardship; (2) accepting consumer requests in oral and written form; (3) providing consumers with all available options that are contained in the hardship policy; (4) ceasing collection activities when the consumer's only income is from exempt sources; and (5) placing collection holds on all open accounts with the same consumer. |
| Standard # A21 Virtual Office | Requires any company wishing to perform collection activities from a remote location to comply with an extensive list of requirements that are modeled after those adopted in Maryland and Washington State in 2020. |
| Standard # A22 Discriminatory Collection Practices | Requires a policy designed to prevent discriminatory practices in the collection of debt, including through the use of computer algorithms and artificial intelligence. |
| Standard # A23 Communication Restrictions | Requires the recording of consumer communication restrictions and based on statutory, regulatory, or contractual requirements to transmit those restrictions to clients, agents, or purchasers. |
| Series "B" Standards Debt Buying Companies and Creditors | |
| ^A Standard # B1 Purchase & Sale Documentation Requirements | Credit Cards – 22 data and document elements (consistent with CFPB and OCC mandated practices); Auto Deficiencies – 20 data and document elements; Auto Secured – 19 data and document elements; Bankruptcy – 19 data and document elements; Installment Loans [Traditional and Fintech] – 27 data and document elements; Judgments – 21 data and document elements; Medical – 39 data and document elements; Student Loans – 33 data and document elements; and Commercial Debt – 43 data and document elements (combined). |
| Standard # B2 Representations & Warranties | Requires the inclusion of five specific representations and warranties in all purchase agreements. |
| Standard # B3 Due Diligence | Requires reasonable due diligence be performed on entities the company seeks to contract with for the purchase or sale of receivables prior to the transmission or receipt of any account level data. |
| Standard # B4 Sale Restrictions | Prohibits the sale of accounts when: (1) the seller does not have access to original account-level documentation; (2) the consumer disputes the validity or accuracy |

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| | of the debt; (3) an account has been settled-in-full, paid-in-full, permanently closed due to Consumer hardship, or permanently closed pursuant to a regulatory or judicial order; (4) the account has been identified as having been created as a result of identity theft or fraud; (5) the account has been “discharged and closed” in bankruptcy, except when associated with secured liens or obligations associated with a non-bankrupt co-obligor; and (6) terms and conditions are not contained in the sales agreement that requires the purchaser to meet or exceed RMAI certification standards. |
| Standard # B5 Per Diem Counsel | Requires the transmission of data and documents to per diem counsel at least three (3) business days prior to the date of a scheduled court appearance. |
| Standard # B6 Interest | Prohibits the accruing of interest on credit card accounts after charge-off and prior to judgment. |
| Series “C” Standards Collection Law Firms | |
| Standard # C1 Bar Admission | Requires attorneys employed by the firm to be admitted to the Bar and remain in good standing. |
| Standard # C2 Legal Education | Requires attorneys employed by the firm to receive biennial legal education related to collection law and/or collection litigation. |
| Standard # C3 Legal Malpractice Insurance | Requires a minimum insurance threshold to which all participants must adhere. |
| Standard # C4 Trust Accounts | Requires trust accounts at a federally insured financial institution for the segregation of client funds following rules for such accounts established by the state bar. |
| Standard # C5 Meaningful Attorney Involvement | Requires attorneys to review documents, venue, applicable statute of limitations, court procedures, and applicable laws and regulations before suit is filed. |
| Standard # C6 Judgment Retention | Requires electronically imaged copies of all collection-related judgments and to transmit a copy of the judgment to the judgment holder upon request. |
| Standard # C7 Consumer & Regulatory Complaints | Requires the transmission to a client within five (5) business days any written consumer complaints received by the law firm on one of the client’s accounts. |
| Standard # C8 Court Proceedings | Requires collection attorneys to have in their possession all the appropriate documents and data pertaining to the nature of a court hearing they are attending and to be prepared to provide the same information to the court. |
| ^N Standard # C9 Capias | Prohibits seeking or supporting a writ of capias or otherwise promoting the arrest or detainment of a consumer on a collection matter. |
| Series “D” Standards Collection Agencies | |
| Standard # D1 Bonding | Requires a minimum bonding threshold consistent with state law. |
| Standard # D2 Trust Accounts | Requires trust accounts at a federally insured financial institution in which all monies received on claims shall be deposited and reconciled on a monthly basis. |
| Standard # D3 Client Inquiries | Requires collection agencies to respond to client inquiries within five (5) business days, or such shorter period agreed to between the parties. |
| Standard # D4 Consumer & Regulatory Complaints | Requires the transmission to a client within five (5) business days any written consumer complaints received by the collection agency on one of the client’s accounts. |
| Standard # D5 Cessation of Collections | Requires collection agencies to cease collection activity on a client’s accounts upon written notice from the client. |

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| Standard # D6 Account Recalls | Requires collection agencies to return all consumer data and/or accounts within fourteen (14) business days from receipt of a written request for their return or within such period of time as agreed to in writing between the parties. |
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Certified Receivables Vendor (CRV)

Series "100" Standards Vendors

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| Standard # 101 Chief Compliance Officer | Requires the position of Chief Compliance Officer (CCO) charged with internal compliance. CCO is required to maintain an <u>Individual Certification</u> based on receiving ongoing educational requirements related to collection laws and regulations and industry best practices. |
| Standard # 102 Criminal Background Checks | Requires a criminal background check on all new full and part time prospective employees who will have access to consumer data. |
| Standard # 103 Employee Training Programs | Requires annual employee training on RMAI Certification Standards, corporate policies and procedures, and laws and regulations. |
| Standard # 104 Insurance | Requires a minimum insurance threshold for cyber crime and errors & omissions policies to which all participants must adhere. |
| Standard # 105 Data Security | Requires a data security policy that: (1) meets or exceeds state and federal laws and regulations; (2) requires an annual risk assessment and to make adjustments based on the results; and (3) conforms to the components of a "reasonable data security policy" RMAI developed with the FTC. |
| Standard # 106 Website & Publication | Requires the maintenance of a publicly accessible website which publishes contact information for the company and the Chief Compliance Officer and provides a link to RMAI's consumer education web page. |
| Standard # 107 Vendor Management | Requires vendor management policies and procedures with defined due diligence and/or audit controls. Must perform annual assessment of its policy and third party vendors to determine whether they continue to meet or exceed program requirements. |

Series "200" Standards Brokers

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| Standard # 201 Broker Agreements | Requires the marketing of accounts to be subject to broker agreements that clearly indicate who the client is and prohibits the broker from representing both the buyer and the seller without a signed acknowledgement from both parties. |
| Standard # 202 Multiple Listings | Requires commercially reasonable efforts to obtain an exclusivity clause in broker agreements to prevent accounts from being simultaneously listed and marketed by multiple brokers. |
| Standard # 203 Due Diligence | Requires reasonable due diligence be performed, on behalf of their client, on parties associated with a sales transaction prior to the transmission of any account level data. |
| Standard # 204 Misrepresentation of Accounts | Prohibits brokers from knowingly allowing the seller to misrepresent accounts or to sell accounts that had issues concerning title, accuracy or integrity of account information, fraud, or identity theft. |
| Standard # 205 Purchase/Sale Agreement Requirements | Requires brokers to remind their certified clients of the representations and warranties requirements contained in Standard # B2 and the possible consequences associated with noncompliance. |
| Standard # 206 Title | Prohibits brokers from taking title or having any ownership interest in the receivables it brokers. |

Series "300" Standards

Process Servers

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| ^N Standard # 301 GPS Technology | Requires a process server to deploy global positioning system (GPS) technology to record the time, date, and location of the delivery of service. |
| ^N Standard # 302 Photos/Video | When permitted by law, requires the individual delivering service to take a photo/video of the location and manner of service and, in the case of in-person service, the individual being served. |
| ^N Standard # 303 Audits | Requires a process server to perform monthly audits of each employee/agent that delivers service by randomly selecting one of the days they worked from the prior month to review. |
| ^N Standard # 304 Pricing | Requires process servers to pay their employees/agents the same fee for both successful and unsuccessful service attempts. |
| ^N Standard # 305 Conflict of Interest | Requires owners and employees of a process server to use another company for the delivery of service related to their own personal or business interests. |
| ^N Standard # 306 License | Requires compliance with all state and municipal process serving licensing laws. |