



RECEIVABLES MANAGEMENT ASSOCIATION INTERNATIONAL ANNUAL REPORT 2022 A YEAR IN REVIEW





A Look Back at 2022

Throughout 2022, the RMAI Board of Directors, volunteers, consultants, and staff have continued to accomplish RMAI's vision. As a result of our dedication to finding ways to enhance the value of RMAI membership, we celebrate the total number of member companies surpassing 600.

RMAI provides our members with unrivaled business networking and educational opportunities throughout the year. 2022 included the Annual Conference in Las Vegas, the Executive Summit in Wisconsin, and our Regional Networking Event in Washington D.C.

Through the years, RMAI has evolved our Receivables Management Certification Program to address emerging and hot-button issues that come to the forefront of the industry. As we celebrate the certification program's 10th anniversary, we marvel at how much it has grown, and looking forward, envision how far we can still go as an industry.

The RMAI Receivables Management Certification Program is one of the most powerful tools our organization has used to become the authoritative industry voice with legislators, regulators, and attorneys general around the country. 2022 saw our return to Washington D.C., key meetings with state attorneys general, and important advocacy work by our federal and state lobbyists.

We have accomplished many goals, but there's more work to be done by the next generation of members and leaders!

Strategic Initiatives

In March 2022, the RMAI Board of Directors met for a strategic retreat in Kentucky to develop a plan for strategic initiatives RMAI should undertake in 2022-2024. The following four initiatives emerged as top priorities:

- #1 New Market Expansion**
- #2 Leadership Development**
- #3 Annual State of RMAI Report**
- #4 Automation of Individual Certification and Recertification**

Mission Statement

RMAI promotes the essential role of the receivables management industry in the credit ecosystem.

Vision Statement

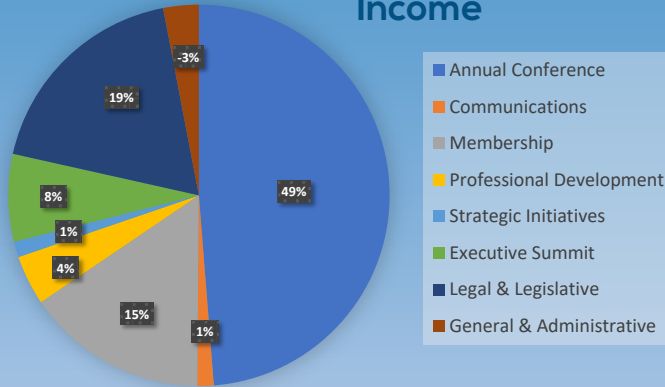
RMAI ensures a viable credit ecosystem by setting receivables management industry standards, being the authoritative voice in advocacy, championing professional and ethical business practices, and providing unrivaled business networking opportunities.

RMAI Commitment to Diversity Equity Inclusion

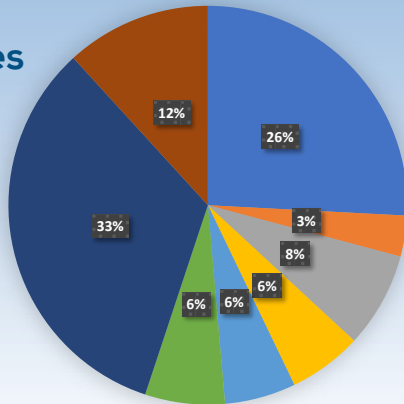
In February 2019, the RMAI Board of Directors started the Diversity Equity Inclusion Task Force with a mission to empower RMAI member companies to create an inclusive culture by delivering rich content and experiences on diversity and inclusion practices that will allow their businesses to thrive. RMAI created the DEI Annual Conference Scholarship to help foster the participation of a diverse group of employees at RMAI events.

2022 Financials

Income



Expenses



Heading into 2023

I am honored and proud to be the new leader of the RMAI, and I look forward to the year ahead. The RMAI Board of Directors is committed to ensuring that RMAI brings value to the membership. During the Board Strategic Retreat this Spring, we will explore opportunities and identify initiatives for 2023 to continue that commitment. Throughout the year, we will also continue to:



- Promote and protect the receivables management industry by working with sister associations and members to advance the perception of debt collectors and our businesses.
- Advocate at the state and federal levels on behalf of the industry; proudly having returned to Washington, D.C. for in-person meetings in 2022.
- Improve the Receivables Management Certification Program to align with industry best practices and exceed regulatory requirements.

I look forward to seeing you at the 2023 Executive Summit in Monterey, CA, August 1-3.

2022 Events



1,200+ Attendees
20 Education Sessions
20 Networking Events
92 Exhibit Booths



200+ Attendees
10 Education Sessions
14 Networking Events



100+ Attendees
6 Education Sessions
6 Networking Events

2022 Award Winners



Bud Reitzel Award Winner
Kaye Dreifuerst
President
Security Credit Services, LLC



President's Award Winner
Stephanie Clark
Managing Member, CEO
VeriFacts, LLC

2023 Upcoming Events

RMAi
RECEIVABLES MGMT. ASSOC. INTL.
SETTING THE GLOBAL STANDARD

2023
EXECUTIVE
SUMMIT

AUGUST 1 - 3, 2023
MONTEREY, CA
MONTEREY PLAZA HOTEL & SPA

A promotional banner for the 2023 Executive Summit. It features the RMAi logo at the top, followed by the event title in large white letters. The dates and location are listed at the bottom. The background shows a blurred image of a modern building.

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SETTING THE GLOBAL STANDARD

2023
REGIONAL
EVENT

DETAILS COMING SOON!

A promotional banner for the 2023 Regional Event. It features the RMAi logo at the top, followed by the event title in large white letters. The text 'DETAILS COMING SOON!' is at the bottom. The background shows a blurred image of a modern building.

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2024
ANNUAL
CONFERENCE

FEBRUARY 5 - 8, 2024
THE ARIA, LAS VEGAS

A promotional banner for the 2024 Annual Conference. It features the RMAi logo at the top, followed by the event title in large white letters. The dates and location are listed at the bottom. The background shows a blurred image of a modern building.

Advocacy Update

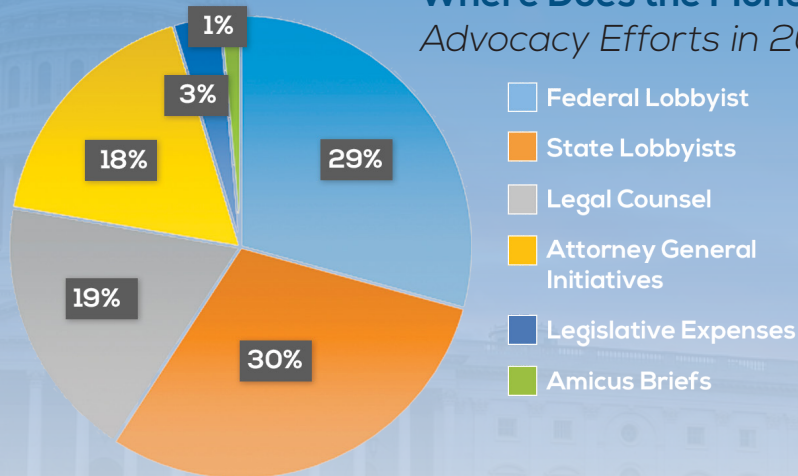
148 Legislative Fund donors in 2022

Visit <https://rmaintl.org/contributors> for a list of current Legislative Fund donors

In 2022, RMAI monitored, tracked, and responded to legislative and regulatory activity in all 50 states as the need arose. In September RMAI provided its members a special Digest of New State Laws that were enacted during the 2022 legislative cycle that may impact members' operations.

View the Digest here: <http://rmaintl.org/StateDigest2022>

Where Does the Money Go? *Advocacy Efforts in 2022*



- Federal Lobbyist
- State Lobbyists
- Legal Counsel
- Attorney General Initiatives
- Legislative Expenses
- Amicus Briefs

1998
First Annual Conference

2004
First Executive Retreat

2011
DBA International opens new headquarters and hires dedicated staff

2012
Receivables Certification Management Program launched

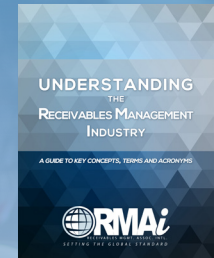
RMAI offers an array of educational programs for those seeking their Certified Receivables Compliance Professional (CRCP) designation or wanting to gain additional professional education.

Education

In 2022, RMAI held **13** Webinars + our **6**-part CCO Webinar series, with an average of **70** attendees.

RMAI also provided a number of new educational resources in 2022:

- The Purchase, Sale and Collection of the Fintech Asset Class
- Understanding the Receivables Management Industry
- DEI Program Baseline Recommendations
- An Overview of Bankruptcy for the Accounts Receivables Management Industry
- Maximizing Your Membership (Members Guide)



Certification

The Receivables Management Certification Program celebrates its 10 year anniversary in 2023. Over the years, the program has grown from 19 standards to 56, expanded eligibility to more member types and active certifications have increased 1200%.

In 2022, there were **100** certified businesses and **284** certified individuals.

2014



Certification program expanded to include collection agencies and law firms

Name changed to Receivables Management Association International



2017

2023



Certification program celebrates 10th anniversary

2022 RMAI Board of Directors

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Anne Thomas, CRCP

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Jon Mazzoli, CRCP

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Brett Soldevila, CRCP

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O'Connor

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Communications Manager

Cheryl Nelson

Administrative Coordinator & Bookkeeper

Laura Scheiber, CRCP

Communications & Administrative Coordinator

Aurora Sain

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