

CFPB COMPLAINTS*

on RMAI Certified Businesses

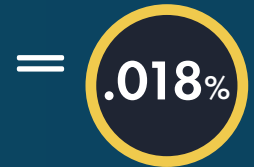
RESPONSE RATE



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.