

25.5%

DECREASE IN LITIGATION FOR RMAI CERTIFIED BUSINESSES

While the Overall Industry Decreased 10.3%

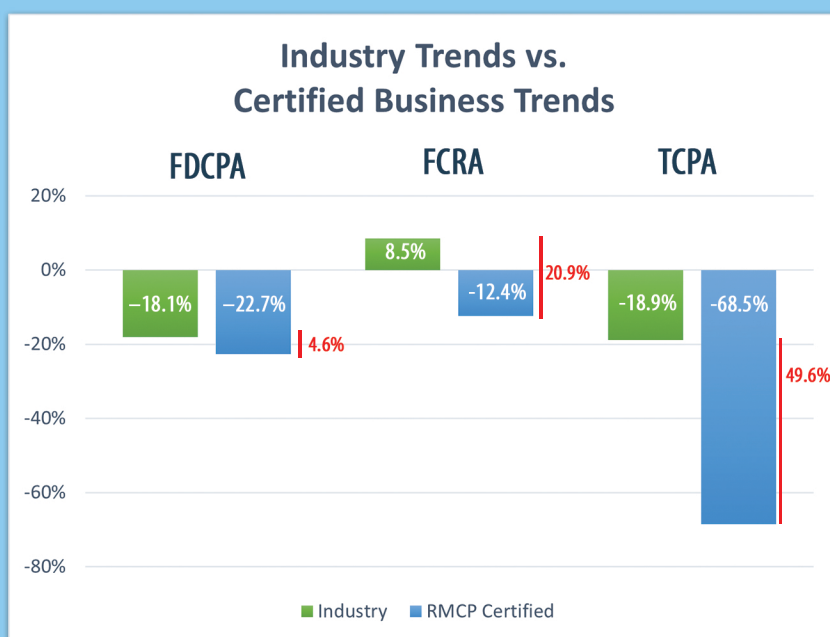
Learn more at rmaintl.org/certification

A before-and-after analysis of lawsuits filed against businesses certified through the Receivables Management Association International (RMAI) Receivables Management Certification Program (RMCP) found that after the certification audit, litigation on average decreased by 25.5% in the four-year span from 2019-2022.

FDCPA lawsuits against certified businesses decreased by 4.6% compared to the industry average. Certified businesses experienced a 20.9% decrease compared to the industry in FCRA lawsuits, and a 49.6% decrease compared to the industry in TCPA lawsuits.

Between 2019-2022, litigation against businesses in the accounts receivables industry decreased by 10.3%. When looking at the most litigious areas of law, lawsuits with FDCPA, FCRA, and TCPA¹ violations experienced an 18.1% decrease, 8.5% increase, and an 18.9% decrease, respectively.

The correlation between RMCP certified businesses and a 25.5% decrease in lawsuits, as well as decreases in lawsuit actions (FDCPA, FCRA, and TCPA) for certified businesses after completing the certification audit, promotes the effect of the program's high standards and focus on accountability.



Sources: WebRecon Vendor Monitoring and Grid Summary Litigation Report

[1] Fair Debt Collection Practices Act (FDCPA), Fair Credit Reporting Act (FCRA), and Telephone Consumer Protection Act (TCPA)