



Educational Programs

Certification Series #2: Ask an Authorized Audit Provider...Your Burning Questions Answered

November 29, 2023 – 9:00am PT/12:00pm ET
One Half (1/2) RMAI Education Credit

During the second webinar of the Certification Series, our presenters will have a candid discussion about preparing for and undergoing a Receivables Management Certification Program compliance audit. You will hear directly from one of RMAI's Authorized Audit Providers, Sara Woggerman of ARM Compliance Business Solutions, on what she feels are important considerations when going through the compliance audit process. You will also hear directly from Amber Russo, President of Kino Financial Co., LLC, an RMAI Certified Debt Buyer, about her experience in preparing for a compliance audit and working with an auditor. Both will share common issues that arise during the compliance audit and how to resolve them as well as briefly explore the Certification Standards for vendor management. Finally, Sara will answer any of the burning questions you may have as you embark on your own compliance audit process.

Pricing:

Member: Free

Non – Member: \$94

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Course Presenters:

	Amber Russo is President/Principal of Kino Financial Co., LLC., an RMAI Certified Debt Buyer. She is responsible for overseeing all facets of the portfolio acquisition process, agency and legal network management, and business operations. Amber has dedicated over seventeen years to the receivables management industry as an advocate for state and regional debt buyers. Amber currently serves as a Director on the Board of Receivables Management Association International. Amber earned the RMAI Certified Receivables Compliance Professional designation in 2018.
	Sara Woggerman , Owner and President of ARM Compliance Business Solutions, works with organizations to drive compliant business practices through her consulting solutions. Sara's personalized approach prepares financial institutions for regulatory examinations, manages litigation risk, and improves the consumer experience. Sara is known for her passion in helping companies overcome their unique compliance and operational challenges through delivery of compliance risk assessments, policy development, service provider management and oversight, and executive level training programs designed to help financial services companies mitigate risk and maximize efficiency. ARM Compliance Business Solutions is an Authorized Audit Provider. Sara earned the RMAI Certified Receivables Compliance Professional designation in 2020.