

Certification Series #3: Lessons Learned from the Compliance Audit Process

November 30, 2023 – 9:00am PT/12:00pm ET
One Half (1/2) RMAI Education Credit

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In this final 30-minute webinar of the Certification Series, you will hear first-hand from Chief Compliance Officers (CCOs) of Certified Receivables Businesses that have undergone the compliance audit process at least twice. They will share some of their CCO experiences and lessons learned from the preparing for and undergoing compliance audits, including:

- The importance of reviewing certification program standards and auditor information
- Available resources to help you through the process
- The Certification standards they found difficult or easy
- Tips for those who have not yet undergone a compliance audit

These experienced CCOs will help get you ready for your first – or next – compliance audit as you start – or continue – your Receivables Management Certification Program journey.




Pricing:

Member: Free

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Course Presenters:

	<p>Elizabeth Haug, CPA, is the Chief Compliance Officer and Chief Financial Officer for Poser Investments, Inc., an investment company formed in 1982 which specializes in the purchase of delinquent debt, primarily non-performing second mortgages and judgments. In her current role as CCO and CFO, she specializes in creating the company's long term strategic vision and ensuring they have the right policies and people to execute these objectives. An experienced executive with over three decades of experience in the financial sector, the aspect of her current role Elizabeth finds most fulfilling is in working with homeowners to keep them in their homes. Elizabeth earned the RMAI Certified Receivables Compliance Professional designation in 2020.</p>
	<p>Teresa Mautz is Chief Compliance Officer for Orion Portfolio Services, LLC. She has 15 years of financial services, collections, litigation, executive management and operational experience with Orion Portfolio Services and its master servicer - Trident Asset Management, LLC. Teresa is responsible for compliance, insurance, licensing, bonding, and registration requirements across all states for both Orion and Trident. Teresa has earned the designation of Certified Receivables Compliance Professional from RMAI since 12/31/2016.</p>
	<p>Angie Christiansen has spent the last 25 years in the Debt Collection Industry. Prior to joining Accelerated Portfolio, Inc she spent 20 years with Federal Pacific Credit Co. LLC starting as a Skip-Tracer then becoming their Collection Manager, and finally assuming the role as their Chief Compliance Officer. Angie is focused on all aspects of Compliance and became certified with RMAI in 2016. She believes in supporting her community and has been a vital part of her children's schools PTA, serving as the President for the last two years.</p>