



RECEIVABLES MANAGEMENT ASSOCIATION INTERNATIONAL ANNUAL REPORT 2023 A YEAR IN REVIEW



The RMAI Board of Directors, volunteers, consultants, and staff have worked tirelessly throughout 2023 to continue our essential role within the receivables management industry and to provide value and support to our members. The total number of member companies surpassed 600 again for the second year in a row, demonstrating the value of membership and the important connections being made.



Our robust advocacy program is a pillar of the association, and our ability to demonstrate self-regulation with our Certification program assists with building credibility and bridges. Educating those who regulate, legislate, and enforce the laws and rules related to our industry has helped us earn our seat at the table. RMAI proactively advances relationships, shares information and insights, and provides the industry's perspective. We have returned to Washington, D.C. for in-person federal advocacy and meetings throughout the year, while monitoring and getting involved where needed in state advocacy. We appreciate the many donors to our Legislative Fund who make this important work possible.

RMAI is always working to give our members the highest-quality business networking and educational opportunities throughout the year. 2023 included the Annual Conference in Las Vegas, the Executive Summit in Monterey, CA, and our Fall Networking & Baseball Event in Denver, CO.

Since its creation more than ten years ago, RMAI has continued to grow our Receivables Management Certification Program. In 2023 to assist members getting certified, we held a three-part webinar series with key information on RMAI's Business and Vendor Certification. We also created visual certification and audit timelines and implemented a Q&A feature on the RMAI Blog featuring responses to questions from certified businesses and authorized audit providers.

To make it easier to access the educational resources RMAI provides, we created a new online Resource Library to serve as a one-stop shop for knowledge and information. With links to white papers and information on certification, membership, compliance and more, this makes it easy to access the resources members are seeking.

As we move into 2024, we are excited for all the accomplishments we will achieve together.

Strategic Initiatives

In March 2023, the RMAI Board of Directors held their Strategic Retreat for the purposes of participating in leadership development and determining strategic initiatives. The Board endorsed 13 new and continuing strategic initiatives, two of which resulted in amendments to the RMAI Bylaws:

- **Strategic Initiative #2: Leadership** – Created a second dedicated seat on the RMAI Board of Directors for non-debt buying businesses. With this change, one seat will be dedicated to a Certified Collection Agency and one seat to a Certified Collection Law Firm. Prior to this change, the RMAI Board of Directors had only one dedicated seat for a Certified Collection Agency or a Certified Law Firm.
- **Strategic Initiative #10: Certification** – Required associate debt buyer members to become certified by January 1, 2025, to maintain their membership.

In setting priorities, the RMAI Board of Directors embraced business development initiatives to bring more portfolios to market and to implement new technologies within RMAI to increase efficiencies and better serve RMAI members.

Mission Statement

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

Vision Statement

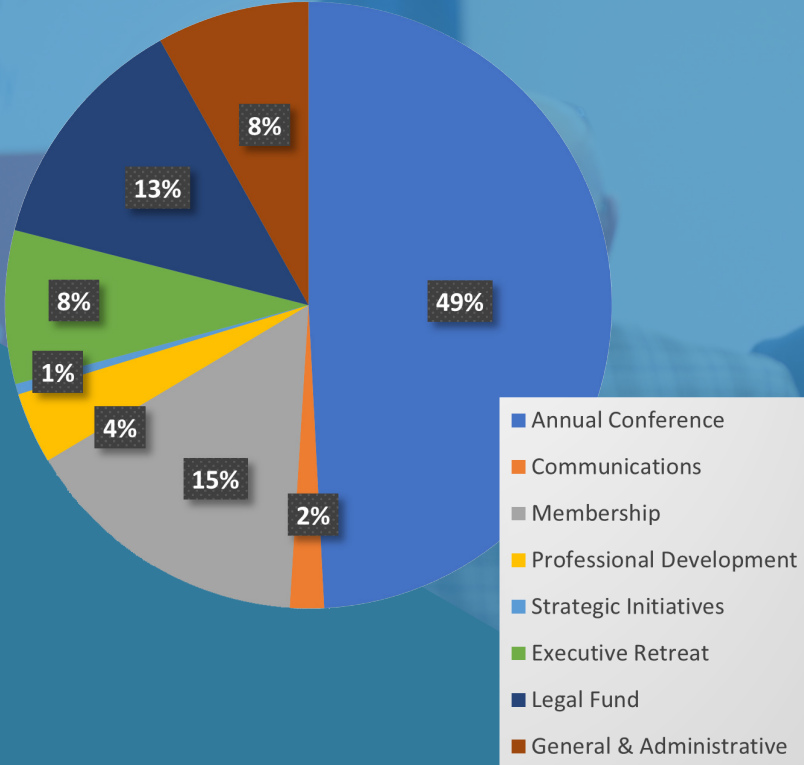
RMAI ensures a viable credit ecosystem by setting receivables management industry standards, being the authoritative voice in advocacy, championing professional and ethical business practices, and providing unrivaled business networking opportunities.

RMAI Commitment to Diversity Equity Inclusion

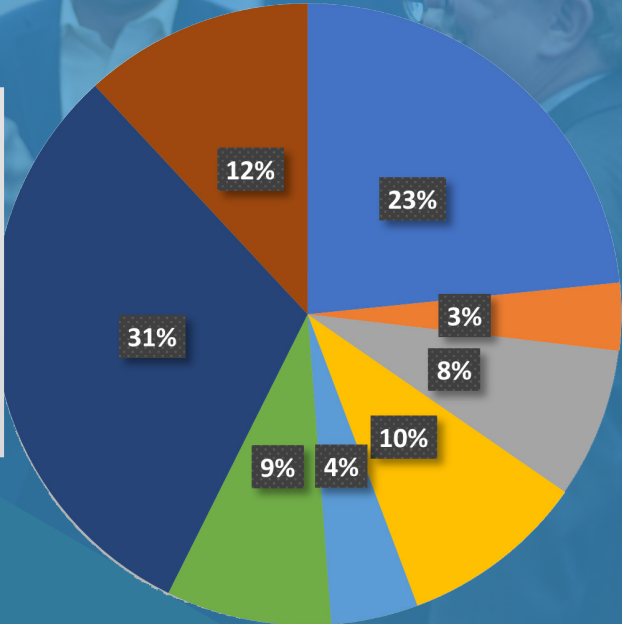
In August 2023, the RMAI Board of Directors established the Diversity Equity Inclusion (DEI) Task Force as a standing committee. Previously, the RMAI Board of Directors had established the DEI Task Force in 2019. The committee continues the mission to empower RMAI member companies to create an inclusive culture by delivering rich content and experience on diversity, equity, inclusion practices that will allow their businesses to thrive. In 2021, RMAI created the DEI Annual Conference Scholarship to help foster the participation of a diverse group of employees. In 2023, one scholarship recipient was selected for the RMAI 2024 Annual Conference.

2023 Financials

Income



Expenses



Heading into 2024



With many new opportunities on the horizon, I am honored to lead RMAI in 2024. We are committed to forming and maintaining close relationships with our member companies, helping members connect with each other, and delivering the value our members seek in RMAI.

For the year ahead, these are some highlights of what awaits RMAI:

- Due to the retirement of our long-time Executive Director, Jan Stieger, RMAI formed a succession team which is working diligently to ensure a seamless transition for a new Executive Director as we move forward in the next chapter of our association.
- We continue to advocate at the state and federal levels on behalf of the industry, while building relationships and educating decision makers before issues arise rather than after.
- The RMAI Certification Program continues to evolve as the industry faces new challenges and requirements. In 2024, we will assist our Associate Debt Buyer members in meeting the new requirement to achieve a Certified Receivables Business designation by January 1, 2025. RMAI is also working with the BBB National Programs to further advance the Certification Program.
- In a change to the RMAI Board of Directors composition, we have established a dedicated law firm seat on the board, ensuring representative governance. We have also created an initiative to foster and grow future RMAI leaders so that we will continue to thrive for years to come.

I look forward to seeing you at the 2024 Executive Summit on August 6-8, at the Hyatt Regency Tamaya in Santa Ana Pueblo, NM.

2023 Award Winners



Bud Reitzel Award Winner
Mark Naiman
In the Park MDR LLC. &
DebtConnection.com



President's Award Winner
Rebekah Luebcke
Crown Asset Management, LLC



Integrity Award Winner
Amber Russo
Kino Financial Co., LLC

2023 Events



- 1,300+** Attendees
- 23** Education Sessions
- 21** Networking Events
- 92** Exhibit Booths



- 200+** Attendees
- 11** Education Sessions
- 14** Networking Events



- 50+** Attendees
- 3** Networking Events

Upcoming Events



Advocacy Update

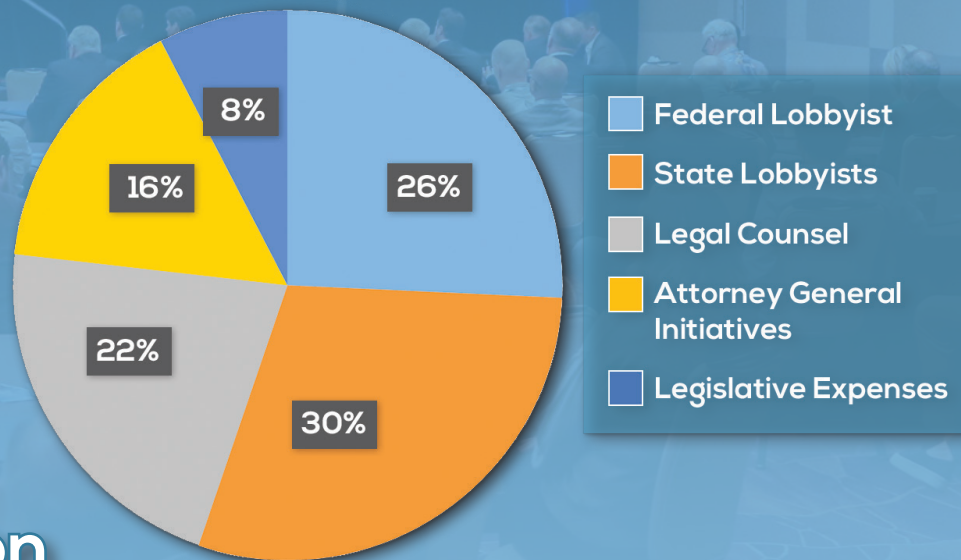
114 volunteers on state legislative committee

94% record of success in defeating or amending harmful legislation

129 Legislative Fund donors in 2023

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

Where Does the Money Go? *Advocacy Efforts in 2023*



Education

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

In 2023, RMAI held **12** Webinars + our **3**-part Certification Webinar series, with an average of **70** attendees per webinar.

RMAI also provided a number of new educational resources in 2023, including:

- Demystifying the Different Types of Artificial Intelligence and Machine Learning
- The Impact of RMAI Certification on Consumer Litigation
- Implementing Diversity Equity Inclusion Best Practices: RMAI Diversity Equity Inclusion Program Baseline Recommendations
- An Overview of Bankruptcy for the Accounts Receivables Management Industry



Certification

In 2023, three significant changes were adopted for the future of the Receivables Management Certification Program:

- Current associate debt buyer members will be required to become certified by January 1, 2025, to maintain their RMAI membership
- Effective March 1, 2024, a pre-certification audit is required as a condition for business certification
- BBB National Programs will provide independent administration of the Remediation Committee



2023 RMAI Board of Directors

President Anne Thomas, CRCP	President Elect Brett Soldevila, CRCP	Treasurer Jon Mazzoli, CRCP	Secretary Brian Williams, CRCP	Past President Adam Parks, CRCP
Director Joe Barbito, CRCP	Director Laura Jensen, CRCP	Director Kelly Knepper-Stephens, CRCP	Director Andrew J. Roskam, CRCP	Director Amber Russo, CRCP

RMAI Consultants

Federal Legislative/Regulatory Counsel Daniel F. C. Crowley, K&L Gates LLP	Attorneys General Consultant Meghan Stoppel, Cozen O'Connor	Legal Consultant Don Maurice, Maurice Wutscher, LLP
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RMAI Staff

Executive Director Jan Stieger, CAE, CMP, CRCP	Deputy Director Penny Cunha, CAE, CRCP	General Counsel David E. Reid, J.D., CRCP	Director of Certification & Education Shannon Parod, CRCP	
Event & Sales Development Manager Sylvia Done, CMP	Membership Marketing Coordinator Zoila Couture	Communications Manager Cheryl Nelson	Administrative Coordinator & Bookkeeper Susan Status	Communications & Administrative Coordinator Aurora Sain



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RMAI • 1050 Fulton Avenue #120, Sacramento, CA 95825 • (916) 482-2462 • <http://rmainl.org>

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