



7 Steps to Earn the Certified Receivables Business (CRB) Designation

Type of Certification:

Business

Intended for debt buying companies, collection law firms, third-party collection agencies and creditors

Benefits of Certification

Reduced consumer complaints

Decreased litigation

Potential for lower insurance premiums

Increased business opportunities

Demonstrated commitment to compliance standards

Ongoing educational opportunities

Improved visibility with RMAI Originating Creditor members

Enhanced organizational credibility

Fees and Costs

3-Year Certification Application/Renewal Fee	Small Business: \$1,500 Medium Business: \$2,500 Large Business: \$3,500
Non-Member Additional Fee	\$800
First-time Applicant Administrative Fee	\$100
Family of Companies Application Fee	\$250/additional business
Family of Companies Renewal Fee	\$250/additional business

Sample Audit Cost

Approx. \$6,000 for small businesses

1. Read the Governance Document in its entirety (including appendices):
<https://rmaintl.org/GovernanceDocument>

2. Complete a Pre-Certification Audit by an RMAI Authorized Audit Provider:
<https://rmaintl.org/authorized-audit-providers>

- The Pre-Certification Audit is **not conducted on-site** and is separate from the Full Compliance Audit conducted at the midway point of the three-year CRB certification cycle. The pre-certification is a snapshot of the day the audit is conducted to show that you are in compliance with the standards prior to submitting the application.

3. Complete the Self Audit Checklist on the CRB application to ensure your company is compliant with all applicable standards:
<https://rmaintl.org/CRB-Application>

- Debt Buying Companies (Standards A1-A23, B1-B6)
- Collection Law Firms (Standards A1-A23, C1-C9)
- Third-Party Collection Agencies (Standards A1-A23, D1-D6)

4. Assure your company's Chief Compliance Officer (CCO) is certified (Standard A13).

- CCO must have completed their individual CRCP certification prior to submitting CRB application (see 7 Steps to Earn the Certified Receivables Compliance Professional (CRCP) Designation).

5. Request proof of E&O and Cyber insurance to submit with your completed application.

- Debt Buyers and Third-Party Collection Agencies (Standard A2 and Appendix A)
- Collection Law Firms (Standard C3 and Appendix A)

6. Register your company on the CFPB Consumer Complaint Portal (Standard A8).

- Sign up: <https://www.consumerfinance.gov/company-signup/>
- Any "Family of Companies" associated with the CRB that communicates with consumers must register as well.

7. Complete Website and Publication requirements (Standard A14) prior to submitting application.

- Maintain a publicly accessible website found by a web search using your corporate name.
- Prepare template for publishing on home page of website **OR** on a single page directly accessible from the home page:
 - » Certified company name, certification number, and contact information
 - » Contact information for the CCO **and** a place for consumers to submit a complaint
- Hyperlink to the RMAI's Consumer Resources page:
<https://rmaintl.org/consumers/>

8. E-mail or mail your completed CRB application with payment and proof of insurance to RMAI.

- CRB Application: <https://rmaintl.org/CRB-Application>
 - » Email: cert@rmaintl.org
 - » Mail: 1050 Fulton Avenue, Suite 120, Sacramento, CA 95825
 - » Submit Payment: <https://rmai.rmaintl.org/store/CRB> or mail a check

What Happens After My Company Gets Certified?

- Prepare for and complete your Full Compliance Audit during the 16th to 20th month of your certification. *RMAI Authorized Audit Providers:*
<https://rmaintl.org/authorized-audit-providers>
- Renew CCO CCRP designation every two years; contact RMAI if your CCO changes.