From Onboarding to Offboarding: Building Rock-Solid Vendor Partnerships in Collections

November 5, 2025 – 9:00am PT/12:00pm ET
One (1) RMAI Education Credit

In the collections industry, the difference between a thriving vendor relationship and a costly compliance failure often comes down to one thing—how you manage the partnership from day one.

Join us for an action-packed webinar where you'll learn a proven, step-by-step approach to onboarding new collection agencies and law firms, maintaining compliance, and mitigating risk throughout the vendor lifecycle.

We'll cover:

- **Smart Onboarding:** Identifying the vendor that is the "Best Fit" for your organization, conduct thorough due diligence, verify licensing and insurance, and set clear performance expectations.
- **Ongoing Oversight:** Best practices for call monitoring, compliance testing, and annual risk assessments to keep partners aligned and accountable.
- **Operational Excellence:** How to leverage servicer manuals, compliance audits, and data security protocols for smooth operations.
- **Confident Offboarding:** Strategies for document retention, retrieval, and closing out partnerships without loose ends.

Whether you're bringing on your first vendor or strengthening an existing network, this session will equip you with a compliance-driven playbook to protect your organization and elevate vendor performance.

Don't just "check the box" on compliance—turn it into your competitive advantage.

Pricing:
Member: $64
Non – Member: $94

Register

Course Presenters:

	Susan Namm

Marian Sangalang is Vice President at The Bureaus, Inc. Marian is chiefly responsible for the oversight and management of analysis and information technology systems of the Company. Her responsibilities span all of the Company's varied business functions and she is a [Certified Receivables Compliance Professional](). She has helped shape many of the software suites widely used in the ARM industry today, working hand-in-hand with developers to create tools that empower businesses to succeed.