



# CONTINUING EDUCATION CERTIFICATE

2021 ANNUAL CONFERENCE • Las Vegas, NV

April 12-15, 2021

RMAI requires twenty-four (24) education credits to achieve the Certified Receivables Compliance Professional (CRCP) designation. Thereafter, RMAI requires twenty-four (24) education credits biannually for recertification.

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Organization: \_\_\_\_\_ Email: \_\_\_\_\_

Place an "x" by the sessions you attended

### Pre-Conference Live Webinars

March 17<sup>th</sup>     Licensed to Thrive (1 credit)                      March 31<sup>st</sup>     Federal/State Investigations (1 credit)  
March 24<sup>th</sup>     Maintaining Contactability (1 credit)                      April 7<sup>th</sup>        Having Difficult Conversations (1 credit)  
*\*Qualifies for Diversity, Equity & Inclusion credit*

### Tuesday, April 13<sup>th</sup>

8:00 – 11:45am     Introductory Survey Course on Receivables Management (4 credits)  
*\*Required for initial certification*  
8:00 – 8:50am      Setting the Record Straight: New Terms, New Definitions, Safe Harbors & Risk (1 credit)  
8:55 – 9:45am      Consumer Communications: Requirements for Outbound, Inbound, Web-based (1 credit)  
9:55 – 10:45am     Digital Communications and the New Rules for Debt Collection (1 credit)  
10:55 – 11:45am    Documentation of Delivery: Send, Receive, Provide and Validate Communications (1 credit)  
12:45 – 2:45pm     Ethics as the Cornerstone of a Compliance Management System (2 credits)  
*\* Required for initial certification and recertification*  
12:45 – 1:40pm     Requirements for Required Disclosures: E-sign Consent, URL opt out rules, etc. (1 credit)  
1:45 – 2:45pm      Pulling it All Together: Session Highlights and Final Q and A (1 credit)

### Wednesday, April 14<sup>th</sup>

9:00 – 10:10am     Business Meeting & Keynote Speaker Tom Pahl (1 credit)  
10:30 – 11:20am    How it Started; How it's Going (1 credit)  
10:30 – 11:20am    The Current Landscape of Credit Reporting (1 credit)  
11:30am – 12:20pm  A Conversation with Federal Regulators (1 credit)  
11:30am – 12:20pm  Leveraging Your Digital Communication Strategy in a New Rules Environment (1 credit)  
2:00 – 2:50pm      Fintech and Financial Services: An Intro & Discussion of Issues in Consumer Lending (1 credit)  
2:00 – 2:50pm      Scaling the Twin Peaks of Data Privacy & Security from the Post-Pandemic (1 credit)  
3:00 – 3:50pm      The Fine Art of Not Giving an Inch: Litigation Management to Reduce Litigation (1 credit)  
3:00 – 3:50pm      Automotive Default and Recovery - The Road to Maximizing Your Return (1 credit)  
4:10 – 5:00pm      AI Considerations for Credit & Collections (1 credit)  
4:10 – 5:00pm      Diversity & Inclusion: Reimagining the Post Pandemic Workplace (1 credit)  
*\*Qualifies for Diversity, Equity & Inclusion credit*

### Thursday, April 15<sup>th</sup>

9:00 – 10:50 am     Current Issues in Receivables Management (2 credits)  
11:10am – 12:00pm  State & Federal Regulatory & Legislative Update (1 credit)

Total credits earned: \_\_\_\_\_

I hereby verify that I attended the sessions I have marked above and acknowledge that providing false information may subject me to potential disciplinary action by RMAI, including the loss of my certification.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

RMAI Staff: \_\_\_\_\_

Keep top copy (white) and give bottom copy (yellow) to an RMAI staff member. Questions? Email [cert@rmaintl.org](mailto:cert@rmaintl.org).