



## RECEIVABLES MANAGEMENT CERTIFICATION PROGRAM

### CERTIFIED RECEIVABLES VENDOR (CRV) APPLICATION

**Instructions:** Please take your time in filling out this application and print legibly. This application should be completed by the Chief Compliance Officer of the Applicant or an owner or corporate officer of the Applicant. RMAI recommends that all acknowledgements be confirmed by visual confirmation or appropriate sampling of accounts, where appropriate, to ensure that Applicant's responses are complete and accurate.

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

Type of Application:            First-Time Application            Renewal Application

#### Vendor Information

1. Legal name of Applicant: \_\_\_\_\_

2. Type of Business:    Vendor (Generic)    Broker

3. Physical Address of Headquarters: \_\_\_\_\_

4. Mailing Address (if different from physical address): \_\_\_\_\_

5. Main Business Telephone Number: \_\_\_\_\_

6. Web Site Address (if website is maintained): \_\_\_\_\_

7. Legal status of Applicant:    Public Corporation    Private Corporation    Partnership

Sole Proprietorship    Other \_\_\_\_\_

8. IRS Employer Identification Number (EIN): \_\_\_\_\_

9. Applicant's Vendor Certification Number (if renewing): \_\_\_\_\_  
business

10. Is Applicant a member of RMAI?    Yes    No

11. Number of Employees: \_\_\_\_\_

12. For all applicants, except Brokers, list the primary services provided:

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Appellate Attorney                | <input type="checkbox"/> Compliance Management Services           | <input type="checkbox"/> Licensing Services    |
| <input type="checkbox"/> Audit Services                    | <input type="checkbox"/> Credit Reporting                         | <input type="checkbox"/> Payment Processor     |
| <input type="checkbox"/> Call Center                       | <input type="checkbox"/> Data Security                            | <input type="checkbox"/> Print/Letter Vendor   |
| <input type="checkbox"/> Call Recording Services           | <input type="checkbox"/> Insurance Services                       | <input type="checkbox"/> Process Server        |
| <input type="checkbox"/> Computer Software/<br>Hardware    | <input type="checkbox"/> IVR-Interactive Voice<br>Response System | <input type="checkbox"/> Skip Tracing Services |
| <input type="checkbox"/> Complaint/ Monitoring<br>Services | <input type="checkbox"/> Legal Directory/Network                  | <input type="checkbox"/> Speech Analytics      |
|  |   | <input type="checkbox"/> Telephony             |
|  |   | <input type="checkbox"/> Other:                |

13. For Brokers, list the asset classes the Broker specializes in: \_\_\_\_\_

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Auto              | <input type="checkbox"/> Government Debt            | <input type="checkbox"/> Student Loan      |
| <input type="checkbox"/> Bankruptcy        | <input type="checkbox"/> Insurance                  | <input type="checkbox"/> Tax Lien          |
| <input type="checkbox"/> Checking          | <input type="checkbox"/> Judgment                   | <input type="checkbox"/> Telecommunication |
| <input type="checkbox"/> Commercial        | <input type="checkbox"/> Marketplace Online Lending | <input type="checkbox"/> Utility           |
| <input type="checkbox"/> Consumer Loan     | <input type="checkbox"/> Medical                    | <input type="checkbox"/> Other:            |
| <input type="checkbox"/> Credit Card       | <input type="checkbox"/> Mortgage                   |  |
| <input type="checkbox"/> Equipment Leasing | <input type="checkbox"/> Payday Loan                |  |
- \_\_\_\_\_
- \_\_\_\_\_

14. List the geographic focus of Applicant's operation:

**United States**

- |  |                             |                             |                             |                             |   |
|--|-----------------------------|-----------------------------|-----------------------------|-----------------------------|---|
| <input type="checkbox"/> All States &<br>Territories | <input type="checkbox"/> AK | <input type="checkbox"/> HI | <input type="checkbox"/> MI | <input type="checkbox"/> NV | <input type="checkbox"/> TX               |
|  | <input type="checkbox"/> AL | <input type="checkbox"/> IA | <input type="checkbox"/> MN | <input type="checkbox"/> NY | <input type="checkbox"/> UT               |
|  | <input type="checkbox"/> AR | <input type="checkbox"/> ID | <input type="checkbox"/> MO | <input type="checkbox"/> OH | <input type="checkbox"/> VA               |
|  | <input type="checkbox"/> AZ | <input type="checkbox"/> IL | <input type="checkbox"/> MS | <input type="checkbox"/> OK | <input type="checkbox"/> VT               |
|  | <input type="checkbox"/> CA | <input type="checkbox"/> IN | <input type="checkbox"/> MT | <input type="checkbox"/> OR | <input type="checkbox"/> WA               |
|  | <input type="checkbox"/> CO | <input type="checkbox"/> KS | <input type="checkbox"/> NC | <input type="checkbox"/> PA | <input type="checkbox"/> WI               |
|  | <input type="checkbox"/> CT | <input type="checkbox"/> KY | <input type="checkbox"/> ND | <input type="checkbox"/> PR | <input type="checkbox"/> WV               |
|  | <input type="checkbox"/> DC | <input type="checkbox"/> LA | <input type="checkbox"/> NE | <input type="checkbox"/> RI | <input type="checkbox"/> WY               |
|  | <input type="checkbox"/> DE | <input type="checkbox"/> MA | <input type="checkbox"/> NH | <input type="checkbox"/> SC | <input type="checkbox"/> Other<br>Nations |
|  | <input type="checkbox"/> FL | <input type="checkbox"/> MD | <input type="checkbox"/> NJ | <input type="checkbox"/> SD |   |
|  | <input type="checkbox"/> GA | <input type="checkbox"/> ME | <input type="checkbox"/> NM | <input type="checkbox"/> TN |   |
- \_\_\_\_\_

## Chief Compliance Officer Information

15. Name of Chief Compliance Officer (CCO): \_\_\_\_\_

16. If CCO goes by different title, please provide: \_\_\_\_\_

17. Is your CCO certified by RMAI as a Certified Receivable Compliance Professional?  Yes  No

17a. If "yes" to question 17, please provide the CCO's certification number: \_\_\_\_\_

18. Please indicate the date the CCO started serving in this capacity: \_\_\_\_\_

19. CCO's Business Telephone Number: \_\_\_\_\_

20. CCO's Business Email Address: \_\_\_\_\_

## Program Acknowledgements

I, \_\_\_\_\_ (insert name of Applicant signatory), the legal representative of Applicant, hereby certify and agree to each of the following statements by affixing my initials next to said statements:

21. \_\_\_\_\_ I have the legal capacity to answer the questions on this application and thereby bind the Applicant by my responses.

22. \_\_\_\_\_ I have read and understood this application and the Receivables Management Certification Program [Governance Document](#) and by my signature below agree to bind the Applicant to its terms.

23. \_\_\_\_\_ Applicant has read and understands the remediation procedures as contained in the Governance Document and agrees to comply with such procedures, as may be amended from time-to-time.

24. \_\_\_\_\_ **(Renewing Applicants only)** Applicant does not have any unresolved certification deficiencies.

25. \_\_\_\_\_ **(Renewing Applicants who are under the terms of a Remediation Agreement only)** Applicant is in compliance with the terms of any current Remediation Agreement between Applicant and RMAI.

26. \_\_\_\_\_ Applicant has never been expelled from the Certification Program.

27. \_\_\_\_\_ Applicant understands that it must reapply for certification every three (3) years prior to the expiration of the current certification. If Applicant fails to reapply, its certification will automatically be terminated.

28. \_\_\_\_\_ Applicant will hold RMAI, its agents, directors, council members, staff, and/or auditors harmless from any claim of damage or loss as a result of Applicant's failure to achieve or maintain certification.

29. \_\_\_\_\_ Applicant understands that RMAI's Receivables Management Certification Program is a voluntary program and failing to be certified does not preclude an individual or business from operating unless state or federal law provides otherwise.

30. \_\_\_\_\_ Applicant will permit the Auditor access to all premises associated with the business and to materials called for under the audit testing procedures during normal business hours with five (5) days advance written notice. The parties may agree to lower notice requirements for purposes of system penetration testing or for reasons otherwise agreed to in writing.

31. \_\_\_\_\_ Applicant understands that at any time during the application, audit process, or associated with a Remediation Agreement, the Council, its agents, and/or the auditors may investigate or require additional information or documentation from the Applicant in order to verify information on this application, an audit, or Remediation Agreement. Applicant agrees to cooperate and provide such information and documentation upon request.

32. \_\_\_\_\_ Applicant, including all of its employees and agents will refrain from any false or misleading claims, suggestions, or references regarding certification, including but not limited to such claims used in advertising produced in advance and/or in anticipation of certification at some future date.

33. \_\_\_\_\_ Applicant will notify RMAI in writing within thirty (30) days of any material change that occurs that would make any information provided on this application inaccurate.

34. \_\_\_\_\_ Pursuant to Section 7.8 of the Governance Document, Applicant agrees to abide with the following conditions for the use of Certification Program logos:

RMAI grants a nonexclusive license to certified companies to display RMAI issued and approved Certification Program logos on vendor websites, vendor letterhead, electronic communications, and promotional materials provided that the vendor's certification status remains in good standing. No property rights, trademark, or other intellectual property interests of RMAI are transferred to certified vendors. Certified vendors are expressly prohibited from creating their own Certification Program logos, altering the RMAI issued and approved logos, using discontinued RMAI logos, assigning the use of RMAI logos to any other party, and using RMAI logos on contracts or any other binding legal documents.

## Audit Acknowledgments

35. \_\_\_\_\_ **(First-time Applicants Only)** Pursuant to Section 8.4 of the Governance Document, Applicant has included a completed Pre-Certification Audit from an RMAI Authorized Audit Provider or an Audit Provider approved by the Audit Committee, with the CRV application. Alternatively, RMAI will accept an audit performed by the National Creditors Bar Association (NCBA) for the NCBA Subcontractor Certification Program in place of the Pre-Certification Audit.

36. \_\_\_\_\_ Applicant has completed the Certification Standards Self-Audit Checklist (see below) and has determined that it is in conformity with the Certification Standards and agrees to maintain conformity

with the Certification Standards, as may be amended from time-to-time. Applicant further understands that a future audit will confirm the veracity of this acknowledgment.

37. \_\_\_\_\_ Applicant has read and understands the audit procedures as contained in the Governance Document and agrees to comply with such procedures, as may be amended from time-to-time.

38. \_\_\_\_\_ Applicant understands that it must contract with an RMAI Authorized Audit Provider (except as provided in section 8.5(E) of the Governance Document) to have a Full Compliance Audit performed at the midpoint of its 36-month certification period (16th to the 20th month after the vendor’s certification date). [Note: A two-month extension may be granted by the Audit Committee.]

39. \_\_\_\_\_ Applicant understands, pursuant to section 8.5(B) of the Governance Document, that failure to have a Full Compliance Audit performed in the time period outlined in question 38 above will result in the suspension of Applicant’s certification until such time that the audit is performed.

### Certification Standards Self-Audit Checklist

When completing the Certification Standards Self-Audit Checklist, please review the [Certification Standards](#). Applicant should not submit an application unless it believes it is in conformity with each Certification Standard.

**Please initial next to each applicable Certification Standard once the Applicant has confirmed that it conforms to the standards:**

#### Series 100 (all applicants)

\_\_\_\_\_ Chief Compliance Officer (Standard 101)

*Note for first-time applicants: The Chief Compliance Officer must have received their Individual Certification prior to the submittal of this application.*

\_\_\_\_\_ Criminal Background Checks (Standard 102)

\_\_\_\_\_ Employee Training Programs (Standard 103)

\_\_\_\_\_ Insurance (Standard 104)

*Note: Please include proof of insurance with your application.*

\_\_\_\_\_ Data Security (Standard 105)

\_\_\_\_\_ Website & Publication (Standard 106)

\_\_\_\_\_ Vendor Management (Standard 107)

#### Series 200 (brokers only)

\_\_\_\_\_ Broker Agreements (Standard 201)

\_\_\_\_\_ Multiple Listings (Standard 202)

\_\_\_\_\_ Due Diligence (Standard 203)

\_\_\_\_\_ Misrepresentation of Accounts (Standard 1204)

\_\_\_\_\_ Purchase/Sale Agreement Requirements (Standard 205)

\_\_\_\_\_ Title (Standard 206)

Upon confirming the Applicant conforms to the above Certification Standards, please initial adjacent to question 36 above.

## Background Report Authorizations

RMAI requires that each owner (inclusive of shareholders, partners, principals, members, etc.) with a five (5) percent or greater share of ownership and each corporate officer of an Applicant authorize RMAI to obtain a civil and criminal background report on them as part of RMAI due diligence.

I authorize RMAI to obtain a civil and criminal background report on me that contains data compiled by a nationally or internationally recognized commercial service. The report will remain confidential and used by RMAI staff and the Certification Council's Administrative and Budget Committee solely for the purpose of determining compliance with the Certification Program's Governance Document. I agree to cooperate with RMAI staff if clarification is required on items contained in the report:

First Name: \_\_\_\_\_ Middle Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
Job Title: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
Home Address: \_\_\_\_\_  
Email: \_\_\_\_\_ Signature: \_\_\_\_\_

First Name: \_\_\_\_\_ Middle Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
Job Title: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
Home Address: \_\_\_\_\_  
Email: \_\_\_\_\_ Signature: \_\_\_\_\_

First Name: \_\_\_\_\_ Middle Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
Job Title: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
Home Address: \_\_\_\_\_  
Email: \_\_\_\_\_ Signature: \_\_\_\_\_

First Name: \_\_\_\_\_ Middle Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
Job Title: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
Home Address: \_\_\_\_\_  
Email: \_\_\_\_\_ Signature: \_\_\_\_\_

First Name: \_\_\_\_\_ Middle Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
Job Title: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
Home Address: \_\_\_\_\_  
Email: \_\_\_\_\_ Signature: \_\_\_\_\_

*Please attach any additional authorizations after the last page of the application.*

**References** (non-RMAI member applicants only)

A **non-RMAI member Applicant** must provide two (2) professional references from RMAI certified business that Applicant has contracted with to provide vendor services described in Question 12 above in the prior twelve (12) months. If Applicant cannot provide the aforementioned references, Applicant shall provide five (5) professional references that can attest to Applicant’s character and knowledge of the services described in Question 12 above. The granting of certification shall be partially based on the results of the interviews with Applicant’s references.

**Reference # 1**

Business Name: \_\_\_\_\_ Contact Telephone Number: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ Contact Email Address: \_\_\_\_\_

**Reference # 2**

Business Name: \_\_\_\_\_ Contact Telephone Number: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ Contact Email Address: \_\_\_\_\_

**Reference # 3** (may not be required – see above)

Business Name: \_\_\_\_\_ Contact Telephone Number: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ Contact Email Address: \_\_\_\_\_

**Reference # 4** (may not be required – see above)

Business Name: \_\_\_\_\_ Contact Telephone Number: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ Contact Email Address: \_\_\_\_\_

**Reference # 5** (may not be required – see above)

Business Name: \_\_\_\_\_ Contact Telephone Number: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ Contact Email Address: \_\_\_\_\_

**Signature**

I, \_\_\_\_\_ as the authorized representative of the Applicant hereby certify that all of the information I have provided herein is true and complete to the best of my knowledge. I understand that any misrepresentation of information included on this form or in this process is grounds for revocation of our certification. I authorize verification of this information and release all concerned from any liability in connection therewith. Applicant hereby applies to RMAI to be certified as a “Certified Receivables Vendor” and agrees to abide by the rules and procedures established by RMAI in the administration of the Certification Program.

Full Name of Applicant: \_\_\_\_\_

Full Name of Authorized Representative: \_\_\_\_\_

Signature of Authorized Representative: \_\_\_\_\_

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

## Application Fees

\$ \_\_\_\_\_ **3-Year Application Fee (Series 100)** Add \$900 USD for RMAI member/ \$1,300 USD  
for non-RMAI member

\$ \_\_\_\_\_ **3-Year Application Fee (Series 200)** Add \$900 USD for RMAI member/ \$1,300 USD  
for non-RMAI member

+ \$ \_\_\_\_\_ **Administrative Fee** Add \$100 USD for first-time applicant

= \$ \_\_\_\_\_ **TOTAL**

### **Billing Information:**

Visa

MasterCard

AMEX

Check Enclosed

Credit Card Number: \_\_\_\_\_

CVC Code: \_\_\_\_\_ Exp. Date: \_\_\_\_\_ Amount Due: \_\_\_\_\_

Signature of Card Holder: \_\_\_\_\_

Billing Address (if different from above): \_\_\_\_\_

### **Mail or email the completed application with any required attachments and required fees to:**

Receivables Management Association International  
Receivables Management Certification Program  
1050 Fulton Avenue, Suite 120  
Sacramento, CA 95825  
cert@rmaintl.org

If you have any questions concerning the application contact the RMA International office by phone at 916-482-2462 or email [cert@rmaintl.org](mailto:cert@rmaintl.org).

**Confidentiality of Information.** Information submitted as part of the Certification Program shall be kept confidential and used for the limited purpose of determining eligibility for certification, compliance with certification, or as provided in section 11.6 of the Certification Program.