



# Educational Offerings

## Best Practices and Considerations for an Effective Estate Recovery Strategy

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One (1) RMAI Education Credit

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It's important to understand that the differences between traditional debt recovery and decedent account recovery are significant, and decedent accounts require specialized treatment. As such, these accounts shouldn't follow the same path that traditional delinquent accounts follow. Identifying probated estates and filing creditors' claims are a complicated, yet critical, part of this specialty receivable as well. Simply searching for probate cases, managing the process, and remaining compliant within the requirements to present claims in each jurisdiction (of which there are more than 3,400), and doing so in compliance with Regulation F, is enough to cause complications.

### Pricing:

Member: Free

Non – Member: \$94

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### Course Presenters:



**Marian Sangalang**, Vice President with The Bureaus, Inc, 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](#). Through her 30+ years of industry experience, she has kept The Bureaus, Inc. at the forefront of technology, developing proprietary tools that include account-level net present value modeling and data management systems. Marian has pioneered many software suites popular in the ARM industry. She works closely with developers to improve the products for business use. Marian Sangalang served as the President of Receivables Management Association International in 2019 and was a member of the RMAI Board of Directors from 2014-2022. Marian currently serves on the RMAI Certification Council and Chairs the Remediation Committee.



**Chris Stanley**, Director of Business Development with DCM Services, LLC, has 15 years of experience in the estate recovery industry. Chris has held roles in operations, project management, and strategic account management with focus on client relationships, operational performance, and implementing key strategies. Chris has also managed process and relationships across debt buyers, credit unions, and banking clients with a focus on estate recovery in the credit card, personal loan, auto, and mortgage portfolios. He often represents DCM Services via speaking engagements at national tradeshows and industry conferences.