

Text Messaging: One of the Most Effective Communication Channels

October 13, 2022 – 9:00am PT/12:00pm ET
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This webinar will focus on how agencies make the transition to utilize electronic communication channels for consumer communication in regard to debt collection activities. Members will hear how one agency reviewed: (1) risk, (2) consumer communication preferences, (3) system challenges, (4) compliance challenges, and (5) financial challenges and rewards and ultimately deployed an electronic communication process that was right for their business. The webinar will also review what we have learned as an industry over the past few years with omni-channel communication processes and how we can continue to refine and become more effective and efficient.

Pricing:

Member:

- Entire Series: \$249 through May 26th / \$299 after May 26th
- Individual Webinar: \$64

Non – Member:

- Entire Series: \$450
- Individual Webinar: \$94

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Course Presenters:



Tim Collins, with InDebted, has over 21 years of experience in Compliance. Before joining InDebted, he worked at TrueAccord, Corp. as their Chief Compliance Officer to rapidly scale their Audit, Compliance, and Legal Departments. Prior to TrueAccord, Tim worked for Convergent Outsourcing as their General Counsel and Chief Ethics & Compliance Officer tasked with leading the Audit, Compliance, IT Security, Legal, and Training Departments.



Mike Frost, Partner at Malone Frost Martin, leads the firms regulatory, compliance and virtual general counsel services. He provides counsel, consultation, complex transactional and litigation defense services to collection agencies, law firms, credit reporting agency, data providers, creditors, venture capitalists, private equity and various other businesses focused on the credit and collections industry. Mike has more than 18 years of experience in the Account Receivables Management (ARM) industry, having held various leadership and executive management roles. Mike has also represented companies through examinations and audits conducted by the Consumer Financial Protection Bureau (CFPB), the Conference of State Bank Supervisors (CSBS) and various other state regulatory agencies.