

Credit  
Research  
Foundation

# **Learnings from the Third Party Collection Perspective**

**Webinar Presentation  
March 2021**

# Collections Compliance During the Pandemic



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# Collections Compliance During the Pandemic



## Legal Disclaimer

This information is not intended to be legal advice and may not be used as legal advice.

Legal advice must be tailored to the specific circumstances of each case.

Every effort has been made to assure this information is up-to-date. It is not intended to be a full and exhaustive explanation of the law in any area, nor should it be used to replace the advice of your legal counsel.



# Collections Compliance During the Pandemic



## Overview of Commercial Collection Agencies of America

**Platinum Partner of  
The Credit Research Foundation**

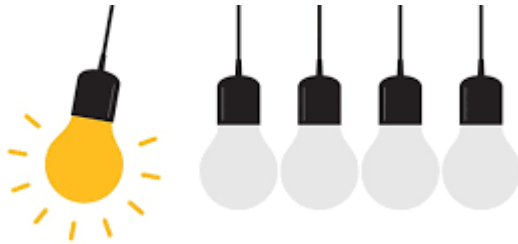
Nation's most tenured commercial collection practitioners  
Highest level of certification in the United States  
Most Rigorous Standards in the Industry  
Independent Standards Board  
Triadic Organization



# Collections Compliance During the Pandemic



Learnings from third party agencies how collections have changed since Covid19, with commentary on the work from home environment



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Practices commercial agencies  
can carry forward in a  
Post-Covid19 environment



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How and what changes  
were made at the agency level?



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## Regulatory Compliance Upkeep

- ✓ States' executive order
- ✓ Federal Laws
- ✓ State & Local Regulations
- ✓ Branch Office Licensing
- ✓ Protect the Data





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Given the move to more electronic means (such as the only contact a credit practitioner has with their customer is through a portal), how can one discern if an account is truly commercial in nature or if it is consumer?



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Point-to-point, system-to-system transactions

Limited involvement of a person

Transactions are more instantaneous

Heavy investment into upgraded systems

How can access to the client's system benefit the process?

How can agencies best protect data?



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## A Look Commercial Collection Agencies of America's Analysis of Account Placement with Third Parties

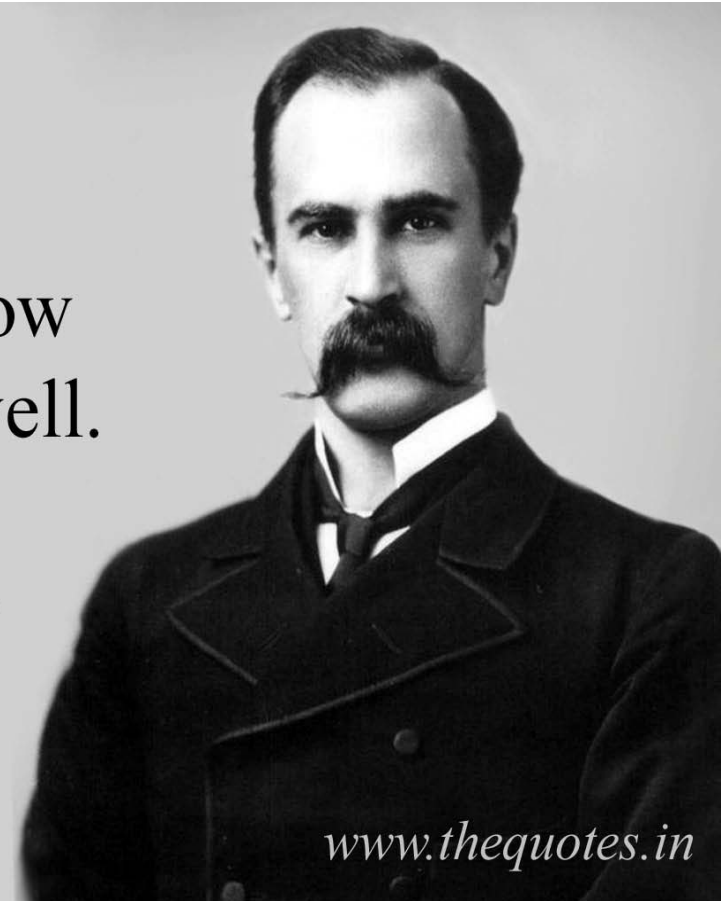


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The best preparation for tomorrow  
is to do today's work superbly well.

*William Osler*



*www.thequotes.in*



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Please feel free to contact Commercial Collection Agencies of America with any questions or for additional information

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