

# Navigating Complicated Compliance & Technology in the Service of Process

## **Presented by:**

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1 Credit

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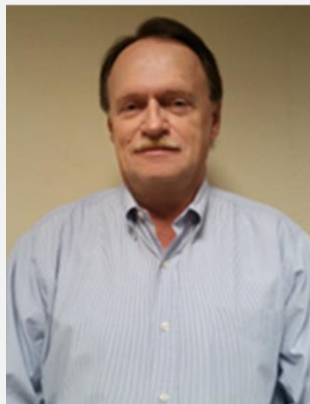
# RMAI's Receivables Management Certification Program

## Professional Designations for Businesses and Individuals

Earn the **Certified Receivables Compliance Professional (CRCP)** designation by obtaining 24 continuing education credits—like these—in subjects related to the receivables management industry.

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### TESTIMONIAL



Troy Capital was one of the first companies to become certified back in November 2013. From that time, over the next nearly 10 years, the certification program has provided us an always evolving basis to validate and enhance our compliance and best practices related policies and procedures, which in turn, are consistently applied at all levels of the business. That verifiable application consistency has proven to be of great benefit during state level regulatory audits, prospective seller due diligence reviews, automation studies and initiatives, and other key business function assessments.

**Rance Willey, Troy Capital**

# 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 own legal counsel.

Any opinions expressed are the opinions of the speaker and not their organization or RMAI.

## Technology and Service of Process

- What technology is used in Service of Process?
- How do ring cameras and hand-held technology impact Service of Process?
- How does this technology add to and provide compliance to the overall process?
- How does this technology relate to internally auditing, client audits and oversight?

Feasibility Threshold: 40 MPH

		Alex		GPS Stats - From 03/01/2024 to 03/19/2024		
#	Received	ExitLat	ExitLong	Distance/Feasibility	ExitTime	Serve
0	2024-03-02 21:32:42	44.916122222222	-91.377030555556	START Miles in 0 Time=0 MPH	2024:03:02 10:52:02	
1	2024-03-02 21:32:41	44.942902777778	-91.403938888889	2.77 Miles in 12.93 Mins=10.62 MPH	2024:03:02 11:04:52	
2	2024-03-02 21:32:38	45.111333333333	-91.5046	12.84 Miles in 32.05 Mins=23.66 MPH	2024:03:02 11:36:55	
3	2024-03-02 21:32:35	45.100027777778	-91.5046			



Server: Robert  
SubServer: Robert  
Addr: \*\*\*  
Variance: \*\*\*  
Created: 2017-12-14 09:41:11 (In The TimeZone Of The Database Server)  
Time: 2017:12:13 15:56:53  
Lat: 45.015238888889  
Long: -93.462158333333  
Notes: Test

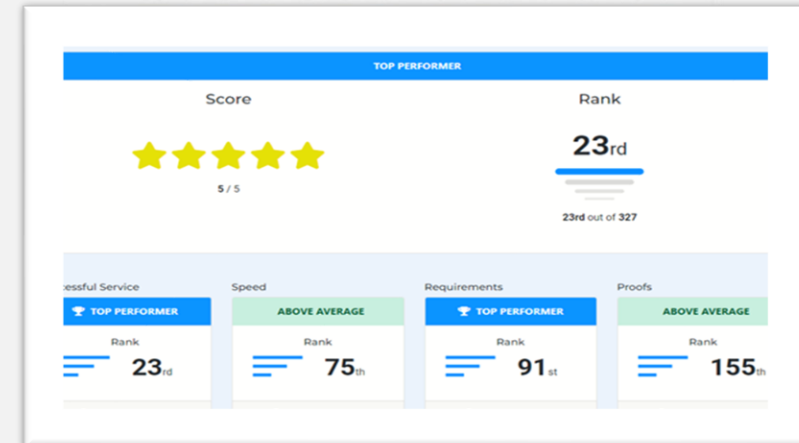
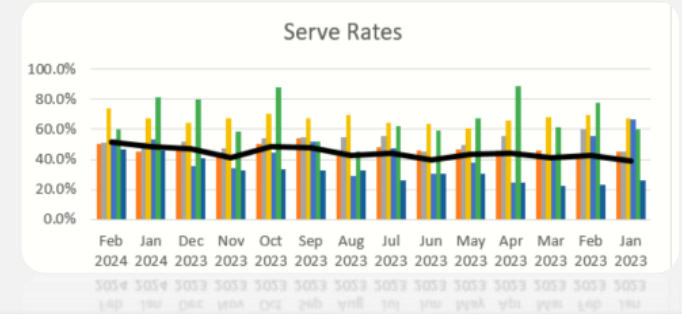
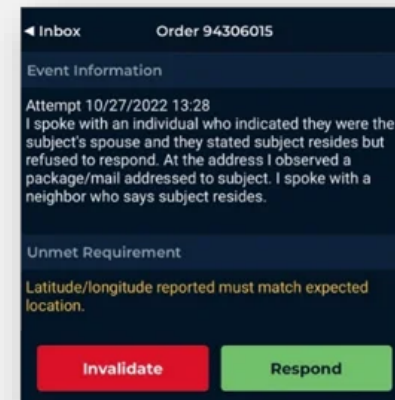
InS3: YES  
Exported: YES  
Auto\_Email/Export\_Lock: NO

Update Calc Variance



## Reporting and oversight

- How are process servers monitored to ensure compliance?
- How do these reviews align with the current legal trends and regulatory items we see in the industry?
- What training and reviews occur for the “staff on the street”. Do they understand the significance of the legal actions of the job they perform?
- What trends are you seeing and what recommendations do you have to maintain proper oversight?
- What reporting is in place and how do you utilize the reporting?

**Inbox** Order 94306015

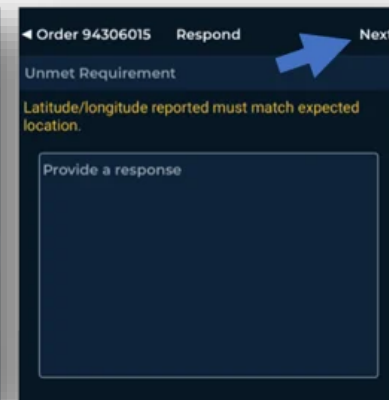
Event Information

Attempt 10/27/2022 13:28  
I spoke with an individual who indicated they were the subject's spouse and they stated subject resides but refused to respond. At the address I observed a package/mail addressed to subject. I spoke with a neighbor who says subject resides.

Unmet Requirement

Latitude/longitude reported must match expected location.

**Invalidate** **Respond**



Order 94306015 **Respond** **Next**

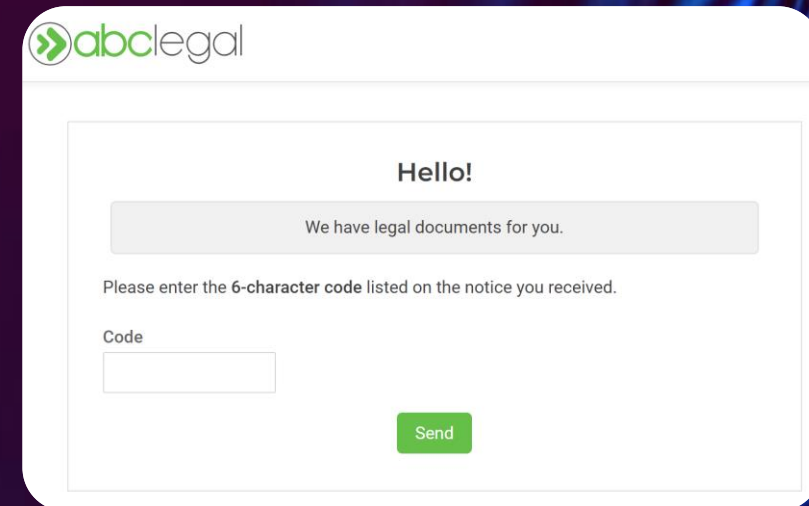
Unmet Requirement


Latitude/longitude reported must match expected location.

Provide a response

## Trends in Service of Process

- How has Service of Process changed in recent years?
- How do these new changes impact compliance?
- What is the impact on the industry?
- What trends will impact 2024 and beyond?





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