

Oversight Options for Third Party Auditors

Fresh Insights on Oversight of Your Collection Vendors

Learn Oversight Tips of Key Risk Areas

Financial Risks
Operational Risks
Contractual Risks
Compliance Risks

"People Do
What
You Inspect,
Not What You
Expect"

Businessman,
Louis V. Gernstner, Jr.

May 4, 2020 Four Seasons Hotel

One Day Only

For compliance officers, vendor managers or collection agency auditors. Learn audit/oversight strategies, as well as practical tips and processes for evaluating the risks associated with utilizing third party collection vendors.

A solid, practical and insightful oversight program can not only reduce risk, but maximize results. Learn skills and techniques to audit your third party vendors for compliance with regulations, to validate consumer protection and to verify that your contract requirements and expectations are being met.

Financial Risk

Trust Reconciliation, Daily Cash Handling, Audited Financials, Remittance Accuracy, and more

Operational Risk

Ownership, Location, Changes, Training, Turn-over, Work Strategy, Business Continuity and more

Contractual Risk

Insurance, Background Checks, Drug Screening, Work Standards, Ongoing Strategies and more

Compliance Risk

Leadership and Resources, Tests and Controls, Policies and Procedures, Complaint Handling and more

Instructor: Bev Evancic, Senior Vice President



Bev Evancic has managed all phases of collection and recovery operations, including automated dialer units, bankruptcy and legal units, skip tracing units, internal collections, and outside collection agency networks. As a Consultant for Resource Management Services, Inc., Bev has spearheaded collection and recovery best practices reviews. Prior to Resource Management Services, Inc. in 1995, Bev managed the Recovery Department for AT&T Universal Card Services where she developed the bankruptcy, probate, internal and litigation processes.

Instructor: Ken Evancic, Vice President



Ken Evancic is a collections veteran with over 25 years experience. He managed all phases of collection, including all levels of delinquency. In addition to collection operations management, he has led initiatives in performance management, collections strategy development, collection reporting systems and risk and compliance. Prior to joining Resource Management Services, Inc. Ken spent over 20 years with Citi, starting as a collector and working throughout collections to Sr. Vice President and Collections Director.

Oversight Options

for Third Party Auditors

**MAY 4, 2020
FOUR SEASONS HOTEL
ONE DAY ONLY**

REGISTRATION FORM

DATE AND LOCATION

<input type="checkbox"/>	May 4, 2020 - Las Vegas, NV	Four Season Hotel 3960 S. Las Vegas Blvd, Las Vegas, NV 89119 Room Rate Starting at \$285 Phone: (877) 632-5000 Reservation Code: CRS2020
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REGISTRATION PRICING

<input type="checkbox"/>	OVERSIGHT OPTIONS ATTENDEE REGISTRATION	\$795
<input type="checkbox"/>	ADDITIONAL ATTENDEE REGISTRATION (\$200 Discount for each additional attendee from the same company, Additional Registrant Form must be submitted with Registration Form)	\$595
TOTAL:		

Name: Mr./Ms.: _____

Name for Badge (First/Nick Name): _____

Title: _____

Organization/Company: _____

Type of Company: _____

Street Address: _____ Suite: _____

City/State/Zip: _____

Phone: _____ Fax: _____

Email: _____

Payment Information: (Full payment must be received with your registration.)

- \$ _____ Payment Enclosed
(Make checks payable to Resource Management Services, Inc.)
- \$ _____ Charge Via:
- VISA MasterCard Discover American Express

Credit card payments may be faxed securely to (562) 906-1212

Mail check payments to:
Resource Management Services, Inc.
10440 Pioneer Blvd., Suite 2
Santa Fe Springs, CA 90670

Telephone: (562) 906-1101

Please provide the following credit card information:

Print name as it appears on card: _____

Card Number: _____ Exp. Date: _____

Cardholder's Address: _____ Postal Code: _____

Substitutions allowed from your organization.

CLASS INFORMATION AVAILABLE AT:

<http://www.collectionrecoveryolutions.com/oversightoptions.html>

Brought to you by Resource Management Services, Inc.

