

RESOURCE MANAGEMENT SERVICES, INC. ANNOUNCES

# THIRD PARTY VENDOR AUDITING WORKSHOP

For compliance officers, vendor managers, or collection agency auditors. Learn strategy and practical tips for auditing collection activities, whether at your own shop or at one of your vendor's operations. Incorporate compliance, consumer protection and effectiveness into your audit.

## INSTRUCTORS

**Ken Evancic**

*Vice President, Resource Management Services, Inc.*

**Bev Evancic**

*Vice President, Resource Management Services, Inc.*

## Class Dates and

### Locations to Choose From:

**February 22 - 23, 2017 - Atlanta, GA**

**May 8 - 9, 2017 - Las Vegas, NV**

**July 19 - 20, 2017 - Chicago, IL**

## TWO-DAY SESSION



## THIRD PARTY VENDOR AUDITING WORKSHOP

With over 25 years of experience auditing collection agencies and attorneys, Resource Management Services, Inc. is offering the "Third Party Vendor Auditing" Workshop. The workshop is designed for compliance officers, vendor managers or collection agency auditors. Learn what is important in developing your company's audit policies and procedures for both your internal collections operation and your third party collections vendors. The material and tools used in the workshop align to the CFPB's Supervision and Examination Manual that is used to determine if companies are complying with consumer financial protection laws.

### Learn:

- When to audit, and whether to audit remotely or onsite
- Sampling techniques to increase your effectiveness
- How to develop an effective call monitoring scorecard
- What to audit - compliance, consumer protection, policies, procedures, and more
- To develop a complaint response system
- The compliance management system with separation of duties
- When policies and procedures don't match activity
- Audit bias and how to avoid it
- What many audit teams miss
- Using the audit to improve compliance and performance

Hear audit horror stories from audit experts, and find out how to avoid them in the operations you audit. Instructors focus on teaching techniques and strategies you need to develop your company's audit policies and procedures, including: clear expectations about compliance; establishment of internal controls and ongoing monitoring; structuring prompt actions when problems are identified; and, ideas for enforceable consequences for violations. Learn ways to ensure that service providers do not present unwarranted risks to consumers.

The training is a two-day session. Price \$1,295 first attendee, \$1,095 additional attendees from the same company.

Phone: (562) 906-1101

Website: [www.resourcemanagement.com/training\\_auditworkshop.html](http://www.resourcemanagement.com/training_auditworkshop.html)

E-Mail: [info@resourcemanagement.com](mailto:info@resourcemanagement.com)

Class resources and materials include audit checklists, questionnaires and scorecards which you can use as is, or customize for your organization and needs.

## INSTRUCTORS

**Ken Evancic, Vice President**  
**Resource Management Services, Inc.**

Ken Evancic is a collections veteran with over 25 years experience. He has managed all phases of collection, including all levels of delinquency, automated dialer units, early out agency management, recovery, and skip tracing. In addition to collections operations management, he has lead initiatives in the areas of performance management, collections strategy development, collector and manager training, collector desktop design, collections reporting systems, and risk and compliance.



**Bev Evancic, Vice President**  
**Resource Management Services, Inc.**

Bev Evancic has almost 25 years experience in collection and recovery. She has managed all phases of collection and recovery operations, including automated dialer units, bankruptcy and legal units, skip tracing units, internal collections, outside collection agency networks, and Consumer Credit Counseling. As a Consultant for Resource Management Services, Inc., Bev has spearheaded collection and recovery best practices reviews for many top credit grantors. Her articles on dialer operations, agency management and bankruptcy best practices have been widely publicized.



# THIRD PARTY VENDOR AUDITING

# WORKSHOP

## REGISTRATION FORM

### DATE AND LOCATION

<input type="checkbox"/>	<b>February 22 - 23, 2017 - Atlanta, GA</b>	Courtyard Atlanta Downtown 133 Carnegie Way, Atlanta, GA Room Rate: \$162 Phone: (800) 321-2211
<input type="checkbox"/>	<b>May 8 - 9, 2017 - Las Vegas, NV</b>	Four Season Hotel 3960 S. Las Vegas Blvd, Las Vegas, NV 89119 Room Rate Starting at \$285 Phone: (877) 632-5000 Reservation Code: CRS2017
<input type="checkbox"/>	<b>July 19 - 20, 2017 - Chicago, IL</b>	Chicago Marriott Southwest 1200 Burr Ridge Parkway, Chicago, IL Room Rate Starting at \$189 Phone: (800) 228-9290



### REGISTRATION PRICING

<input type="checkbox"/>	<b>AUDITING WORKSHOP ATTENDEE REGISTRATION</b>	<b>\$1,295</b>
<input type="checkbox"/>	<b>ADDITIONAL ATTENDEE REGISTRATION</b> (\$200 Discount for each additional attendee from the same company, Additional Registrant Form must be submitted with Registration Form)	<b>\$1,095</b>
<b>Enter promo code here:</b>		
<b>TOTAL:</b>		

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.resourcemanagement.com/training\\_auditworkshop.html](http://www.resourcemanagement.com/training_auditworkshop.html)