



2023 CONSUMER RELATIONS CONSORTIUM MEMBERSHIP GUIDE



THE CONSUMER RELATIONS CONSORTIUM DIFFERENCE



WHAT IS IT?

We know all of the best conversations at conferences happen in the hallway.

The CRC is your chance to have those valuable, insightful conversations with your peers all year long.

Compliance, technology, and strategy all intersect closely, especially right now. This group gives you the forum to engage in true back-and-forth discussion in a small setting with regulators, consumer groups, technical experts, and policy thought leaders that you do not get at industry conferences.

WHO'S IT FOR?

Agencies, Collection Law Firms, Debt Buyers, Legal Networks

General counsel, CCOs, COOs, VPs of legal/compliance and Operations, and C-suite executives who wish to influence policy and collaborate with the industry's leading thinkers.

Creditors

Agency managers and collections/recovery leaders who need to stay at the forefront of collections compliance and technology, strategy, and policy developments.

Tech Providers

Leaders who need to stay on top of the regulatory landscape and operational needs in order to understand their clients' challenges.

Consultants

A select number of industry experts who bring a unique perspective and value to the group.

WHAT'S INCLUDED?

Meetings

Members gather 2x/year (June, November) in Washington, D.C. to collaborate on solutions to industry-wide challenges, to discuss what's new, to hear updates from working groups, and to move projects forward.

Working Groups

Members can choose to participate in working groups to advance the industry in areas such as consumer engagement.

Peer Calls

Members are invited to attend a biweekly peer call, as well as monthly calls for CEOs/Presidents at agencies and debt buyers, and a monthly call for IT Leaders at agencies and debt buyers.

Benchmarking

A once-a-year, in-depth members only survey which paints a comprehensive picture of the industry.

WHY JOIN?

Bottom line: we put you in the room with the people who can make a difference to your business.

A background image showing several hands of different skin tones reaching down to hold a large gear. The gear is partially visible at the bottom of the frame. The hands are positioned around the gear, suggesting a collaborative effort or support.

BENEFITS

INFLUENCE

You drive the agenda. We discuss what's most important to the members, and you get the opportunity to directly engage with, and influence, regulatory bodies like the CFPB.

INTELLIGENCE

The CRC is made up of the strongest, most sophisticated companies in the ARM industry. You get to benchmark your company's compliance, operations, and technology against those companies, and you get real insight from the most advanced companies in the industry.

ACCESS

You get direct access to the CFPB in small group settings, where candid conversations are encouraged. Find out what the Bureau is thinking, and get a heads-up on what they're planning for the future. Members also get access to consumer advocacy groups in small group settings and can learn what those groups are telling the CFPB and how consumers view the industry.

ASSOCIATION

You can help create industry-wide guidelines to help solve major challenges. Your company is associated with the insideARM and iA brand - one of the most trusted in the industry. Signal to the industry that your company is a strong, forward-thinking, influential player in the industry.

WHAT ABOUT THE INNOVATION COUNCIL?

Strategy, technology, and operations are directly intertwined with compliance, so we've combined both groups into one under the name Consumer Relations Consortium. This will allow for more well-rounded, robust discussions, which is what the industry needs right now.

HOW DOES IT WORK?

Meetings & Discussion Sessions

Members gather 2x/year (June, November) in Arlington, VA (right outside of DC), and have a biweekly opportunity to engage in collaborative discussion in real time as new developments occur.

Working Groups

Members can choose to participate in working groups to advance the industry in areas such as drafting rule comments, engaging with consumer advocates, or crafting best strategy practices for the industry.

Legal Advisory Board

A Legal Advisory Board of experienced private practice attorneys supports the efforts of the CRC to advance its policy agenda.

The Regulatory Steering Committee

Led by Co-Executive Director Missy Meggison, the Regulatory Steering Committee meets biweekly to discuss new developments and guide initiatives.

The Strategy & Operations Steering Committee

Led by Co-Executive Director Erin Kerr, the Strategy & Operations Steering committee meets biweekly to discuss business challenges like staffing, the cost of cybersecurity insurance, and consumer engagement trends.

The CEO/President Group

CEOs and Presidents of collection agencies and debt buyers are invited to a monthly call to discuss business challenges at a 30,000 foot view.

IT Peer Leaders

CTOs and other lead technologists from collection agencies and debt buyers are invited to a monthly call to discuss technical challenges, like data security and new collection technologies.



LEGAL ADVISORY BOARD

WHAT IS IT?

The Legal Advisory Board (LAB) is a group of private practice attorneys with expertise in the accounts receivable industry who engage as full participants in the Consumer Relations Consortium.

The purpose of the LAB is to serve as a legal resource to the groups and to assist in fulfilling the mission of promoting forward-thinking approaches to the issues raised by regulatory policy and technology innovation in the accounts receivable industry.

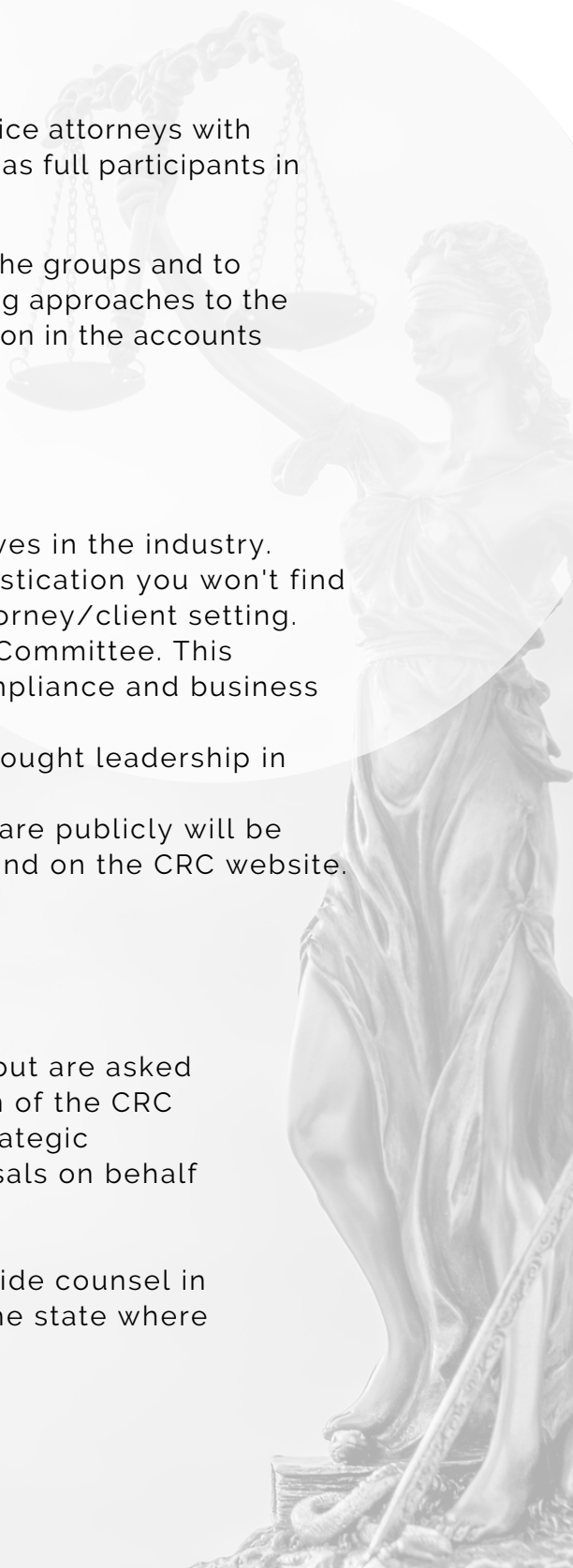
BENEFITS OF MEMBERSHIP

- Learn from the most engaged and innovative executives in the industry.
- Get access to in-depth discussions at a level of sophistication you won't find elsewhere- Where you're not hearing issues in an attorney/client setting.
- Option to participate in the CRC Regulatory Steering Committee. This provides weekly access to some of the top legal, compliance and business thinkers in the industry.
- Featured article about each LAB member and their thought leadership in insideARM, the gold standard industry newsletter.
- Any work done for the LAB which is appropriate to share publicly will be featured in an article or press release on insideARM and on the CRC website.

EXPECTATIONS & REQUIREMENTS

LAB members pay a reduced rate for CRC membership but are asked to devote some time and effort to furthering the mission of the CRC and Innovation Council. Members assist by providing strategic thought leadership, research, and drafting policy proposals on behalf of the group.

Members must be licensed, practicing attorneys as outside counsel in good standing with the State Bar governing the law in the state where the attorney's practice is located.



ANNUAL CORPORATE MEMBERSHIP FEES

Company Type

Fee

Collection agencies,
collection law firms, debt
buyers, legal networks

\$11,000

Data/Tech Providers
-Early stage (under \$2M)
-Established

\$7,500

\$15,000

Creditors/Lenders

\$6,400

Consulting Firms

\$12,000

Legal Advisory Board
-Single Attorney
-Second Attorney

\$5,300

+ \$1,000 (\$6,300 total)

An additional registration fee of \$520/pp applies for June & November in-person meetings in Arlington, VA.

A maximum of 3 individuals per organization may attend in-person meetings. All must have non-sales roles.

Missy Meggison, Co-Executive Director
Consumer Relations Consortium
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Erin Kerr, Co-Executive Director
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MEMBER FEEDBACK

Thank you for organizing another successful meeting. **I can only imagine how much time and effort goes into each one.** There is a great mix of people and I will keep pushing for more of my clients to get engaged.

Lance Black - Radius Global Solutions

Today's meeting with consumer advocates was a home run. Thanks for letting me participate.

Larry Laskey, VP & General Counsel - Windham Professionals

The CRC provides an unmatched opportunity to transparently dialogue with other organizations navigating important strategic and tactical decisions. **The small group environment allows for real conversations about what the next 10 years of the ARM industry will look like, and how members can accelerate that reality.**

Dave Hanrahan, CEO - Kredit

In my opinion, **there is not a better organization in our industry** that aligns debt collectors, debt buyers, attorneys, and software providers to help us face our common challenges, and support each other.

Chris Repholz, CCO -The CCS Companies

The CRC allows me to **collaboratively interact with a group of peers** who I know are committed to advancing collections practices to meet both client and customer needs in the modern, digital world.

Aleks Whitchurch, CEO - Quanta Credit Services

I am extremely impressed with you and with your team. This meeting marked my one year anniversary of attendance and **I can honestly say I have learned something with every trip to D.C.**

Michael Kane, IT Manager, Inventory Excellence & Vendor Ops - Unifund

I love the table discussions, the break out of operations vs owners vs clients. **I like how you are able to get education from the vendors without it being a sales cycle. That is a challenge and well done!**

Tina Hanson, EVP & Chief Strategy Officer - State Collection Service

I was very impressed with the meeting. **The content you are covering is spot on. Even though I came into this after most of the projects discussed are underway it didn't feel awkward.** It was a high value meeting.

Chris Dunkum, President - First Collection Services

With each insideARM event that I attend, the more impressed and appreciative I become of you and your team.

Ralph Liberio, President & CEO - NCB Management Services

The IA council meetings are a great working meeting. There is a time to connect with others in the industry on issues we all face with discussions and practical takeaways. While networking is a natural part of the conversation **this is the place you come for real content and relationships** not people asking for your business or vice versa

Amy Nodine, Executive VP - InvestiNet