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Commercial Collection Agencies of America Addresses State Regulators

Monday, October 9, 2017-Chicago-Commercial Collection Agencies of America participated in the annual conference of NACARA – North American Collection Agency Regulatory Association last week in Seattle, Washington. The association was honored to present “Collections: Commercial versus Consumer” for state regulators from across the United States. Annette M. Waggoner, the Association’s Executive Director collaborated with Sheryl Sailer, Investigator and Examiner with the North Dakota Department of Financial Institutions and past president of NACARA, to deliver a successful session for regulators and accounts receivable management industry representatives in attendance.

In addition to Waggoner and Sailer’s presentation, other sessions were presented by the FTC, Inside Arm, the CFPB, the Washington FBI and Manuel F. Newburger of Barron & Newburger and the Chairman of the Independent Standards Board of Commercial Collection Agencies of America.

NACARA ensures the fair and equitable administration of collection agency regulation throughout North America. NACARA member agencies regulate debt collectors through such methods as licensing or registration, compliance and consumer protection examinations, responses to complaints and administrative or civil enforcement actions.

NACARA regulators from various states routinely participate in each Commercial Collection Agencies of America meeting. Their valued participation, often times in roundtable sessions, serves as excellent continuing education for the association’s agency members. Regulators address continued problems seen during examinations, recommendations for changes for seasoned collection agencies and unique actions by states.

Commercial Collection Agencies of America is an organization of commercial collection agencies, creditors’ rights attorneys and law list publishers with members nationwide. Agency members of the organization work to elevate the standards of the commercial collection industry in an effort to better serve and protect credit grantors. Many members have been certified for over four decades. Certified membership in Commercial Collection Agencies of America identifies the elite in the collections industry. Each agency member qualifies for membership and earns the acclaimed Certificate of Accreditation and Certification by fulfilling a rigorous set of requirements annually. In an effort to ensure that collection and customer service practices comply with the strict code of ethics of the organization, members are also subject to on-going evaluation.

More information on NACARA can be found at www.nacaraweb.org and more information, including a listing of certified commercial collection agencies can be found at www.commercialcollectionagenciesofamerica.com.