

Company Logo

Effective Date: <i>Date this policy became effective</i>	Policy Title: Compliance Management System Overview
Policy Number:	Number of Pages:
Review Date: <i>Date of Last review</i>	Reviewed by: <i>Typing a name here indicates this person has reviewed this document</i>
Revision Date: <i>Date of Last Revision</i>	Revision Number: <i>This is for version control. Proper Version control will allow you to know when you made changes and what, exactly, those changes were.</i>
Approval Signature: <i>Typing a name here indicates this person has signed off on this document</i>	Title: <i>Title of the person who approved the document</i>

Overview

COMPANY ("*Initials*") has established its Compliance Management System ("CMS") to ensure that *COMPANY* has measurable and definitive criteria to ensure adherence with consumer protection laws and that consumers interacting with *COMPANY* staff have a professional experience and are treated with dignity and respect. While the nature of our business is to contact consumers regarding an outstanding financial obligation, it is incumbent upon every member of this company to always act, in a professional manner and work diligently with consumers to assist them in finding ways to pay their just debts.

The appropriate preventative and detective controls have been established to ensure meeting all compliance obligations:

- Preventative
 - Board of Directors oversight and involvement
 - Policies, procedures and work instructions
 - Initial and recurrent training
- Detective
 - Monitoring and corrective action
 - Consumer complaint response program
 - Compliance audits

The CMS is a multi-faceted program that is anchored by strong executive management oversight. The Board of Directors and senior managers strongly believe that to ensure all associates of *COMPANY* adhere to the CMS, the Board of Directors must exhibit a definitive and constant demonstration of their commitment to the CMS and the objectives it is designed to accomplish. It is communicated to all members of our staff, beginning with new hire orientation and reinforced daily by management, that the day-to-day responsibility for legal compliance and professionalism is incumbent on all of us.