



CLLA Commercial Collection Agency Certification Program

Certified by CLLA. Endorsed by IACC

For additional information
about the agency certification
program, please contact:

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Are **you** using a
CLLA Certified
Commercial
Collection Agency?

Since 1972 – Security You Can Trust

Why work with a CLLA Certified Agency?

Since 1975, CLLA continues to certify commercial collection agencies.

Unlike other agency certifications that are automatically conferred with membership, CLLA agency certification is an additional voluntary process that requires agencies to earn the right to be recognized as industry experts.

Meeting or exceeding the standard financial guidelines of this in-depth examination allows CLLA certified agencies to run their financials correctly from every aspect – providing you the turnkey benefits you need to succeed:

- ▶ **Quality assurance**
- ▶ **Full compliancy**
- ▶ **Disaster recovery**
- ▶ **Customer service**
- ▶ **Experienced and specifically trained staff**
- ▶ **Maintain positive relationships with your customers**
- ▶ **Credibility within the collection industry**
- ▶ **Higher standards of business practices**

In-Depth Certification Process: Agency Commitment that Benefits You

Only agencies that are committed to providing their clients with the highest standards make it through the CLLA certification process. Select a CLLA Certified Commercial Collection Agency to guarantee that:

1. ***The agency must submit to a detailed audit to ensure standard program operational guides are established.***
Auditors also ensure the agency is appropriately bonded.
2. ***The agency must renew their certification annually to ensure that certification requisites are met.***
This includes an examination of selected procedures to ensure compliance.
3. ***The agency management must attend industry educational events each year.***
Participating in educational programs that provide Continuing Education Credits are required for recertification.

The CLLA certified only those agencies that meet their rigorous certification requirements.

Certified agencies are distinguished from their competition by displaying the certification seal.

To find the list of current certified agencies, visit
www.CLLA.org/certification.



Commercial Law League of America

Established in 1895, the CLLA is the leading professional organization of collections, creditors' rights and bankruptcy professionals. The CLLA is comprised of attorneys who handle commercial law, bankruptcy, insolvency, retail collections, construction law and complex commercial litigation matters. Membership also includes collection agency members, law list publishers and commercial credit professionals. The CLLA provides a full range of legal, education and professional services.



IACC embraces an alliance with CLLA on the certification programs. This voluntary certification program is designed to demonstrate an agency's devotion to providing quality collection services.