



## **CLLA Commercial Collection Agency Certification Program On-Site Inspection Summary**

As part of the CLLA Commercial Collection Agency Certification Program, Applicants seeking certification will be subject to on-site inspection performed by an independent third-party agent of CLLA. **The on-site inspection should take no more than 45 minutes.**

### **PURPOSE**

The purpose of the audit is to ensure compliance with the certification requirements and industry data and physical security standards.

### **SCOPE**

The scope of the on-site audit will review the applicant's facility and the applicant's:

- Accounting and Payment Processing
- Compliance
- Employee Training
- Facility Security
- Facility Signage
- IT Security
- Operations
- Personnel Administration
- Quality Assurance
- Sales and Marketing Activities

### **AGENDA**

The agenda for the on-site inspection will consist of:

- Touring the applicant's facility and asking management questions. Emphasis will be placed on the scope items listed above.
- Random testing and visual verifications