



# REGULATION F

## Are you ready for the changes?

On January 29, 2022, the CFPB's "Regulation F" is coming into force across the collection industry. It's the first revision to the FDCPA in over 40 years, and it's changing the landscape of debt collection.

“ Creditors will be responsible for the compliance of their outsourced suppliers



The new administration is committed to enforcing regulations



Many experts think the rules will eventually be extended to creditors too

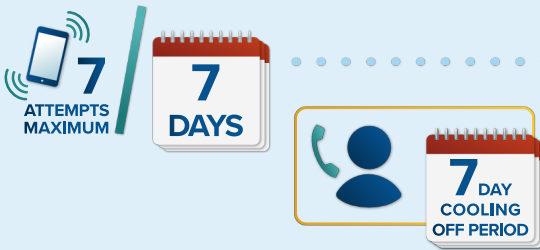


Failure to comply could lead to violations and regulator action

### 3 major challenges of Regulation F

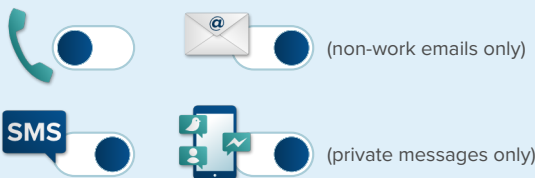
#### 1 COMMUNICATION CAPS

Call attempts to consumers will be limited



#### 2 COMMUNICATION PREFERENCES

Consumers must be able to opt out of channels



#### 3 DEBT VALIDATION / TEAR OFF

Consumers will be able to dispute debt notices more easily



### convoke THE REG-F-READY SOLUTION

Convoke captures everything in a **secure hub**, so you can track and analyze key data, create in-depth reports, and stay fully Reg-F compliant

#### CAPTURE & TRACK

- ◆ Call logs & timings
- ◆ Caps & cooling periods

#### GENERATE

- INVENTORY REPORTS
- EXCEPTION REPORTS

#### CAPTURE & TRACK

- ◆ Communication consents & preferences
- ◆ Digital communications
- ◆ Exceptions & violations

#### GENERATE

- INVENTORY REPORTS
- EXCEPTION REPORTS
- CEASE & DESIST REPORTS

#### CAPTURE & TRACK

- ◆ Consumer disputes
- ◆ Debt validation artifacts and data

#### GENERATE

- SLA REPORTS
- EXCEPTION REPORTS



Upload tear off