



Great Lakes Credit and Collection Association, INC.
STANDARD OPERATING PROCEDURES
 Approved June 2020

Table of Contents

SECTION I	2
Purpose and Governing Authority	2
SECTION II	2
Powers and Duties of Board	2
SECTION III	3
Membership Application, Dues and Fees	3
SECTION IV	5
Committees.....	5
SECTION VI	
Order of Business at Association’s Annual Business Meeting.....	9
SECTION VII	9
Management Company	9
SECTION VIII	11
Miscellaneous	11

SECTION I

Purpose and Governing Authority

1. This document shall be known as the “Standard Operating Procedures” or “SOP” of this Association. These procedures shall supplement and effectuate, but not supersede, any provision of the bylaws.
2. The Board of Directors, having approved the implementation of this SOP, is the governing authority for approval of all revisions, modifications or deletions to these procedures. The Association’s Executive Director is responsible for ensuring that all applicable unit actions and administration are executed in compliance with the provisions of this SOP and the bylaws.
3. Upon approval by the Board of Directors, this SOP shall apply to and bind all members of this Association, its staff, officers and directors. This SOP shall supersede any and all earlier versions of the SOP.
4. Conduct of Business. Refer to Article VI of the GLCCA by-laws.

SECTION II

Powers and Duties of Board

The Board of Directors shall be responsible to:

1. Establish the programs and policies of the Association.
2. Ensure that the association maintains Directors and Officers Insurance in the amount of \$1,000,000, at a minimum.
3. Appoint and fix the compensation of the Executive Director/management group.
4. Hear appeals from membership applicants whose applications are rejected.
5. Hear and determine the validity of charges against members referred to the Board by the Executive Committee.
6. Suspend or expel any member for due cause, upon two-thirds vote of those present and voting.
7. Remove any officer or committee member for cause, provided such removal shall be upon a vote of two-thirds of the entire Board. The officer or committee member to be removed shall not have the right to vote on such matter and shall not be counted for purposes of determining two-thirds of the directors.
8. Meet prior to the Association’s annual conference, for the purpose of voting on open officer positions for the ensuing year.

9. Meet once each year 30 days or more prior to the annual convention for the purpose of approving new BOD candidates put forth by the nominating committee.
10. Amend and/or revise the Bylaws between business sessions and/or propose amendments to, and/or revisions of, the Bylaws for submission to the membership at the next annual business session.
11. Approve the site for the annual meetings. Annual meeting sites should be scheduled three years out.
12. Certain members of the Board of Directors shall serve as delegates to ACA International's Council of Delegates (COD) as defined by the GLCCA Bylaws in Article VII, Section. Nominees for national COD delegates should have demonstrated a long-term commitment to the GLCCA.
13. Fix the amount of any reimbursement for the Council of Delegate designees for their travel expenses for Council of Delegate meetings and ensure that the reimbursement amount(s) are recorded in Board meeting minutes and approved by the entire Board.
14. Oversee the finances of the Association.
15. Conduct such other business as shall be necessary and appropriate.

SECTION III

Membership Application, Dues and Fees

1. Qualifications and Application for Voting Membership. Application for Voting Membership in this Association may be made by an entity that is actively engaged in the Accounts Receivable Management and Recovery business, as defined by the GLCCA bylaws, or in the legal defense of such business, in the Great Lakes Region, as defined by the GLCCA bylaws.

Application for Voting Membership shall be made on an application form provided by ACA International. An applicant shall certify in writing that the applicant has satisfied all applicable state licensing and regulatory requirements as they relate to the applicant's business, satisfies the requirements for Voting Membership, as defined by the GLCCA bylaws, and fulfills the requirements of the Association's application. Each application shall be accompanied by payment of one year's dues and assessments, if any, for ACA International, and one year's dues and assessments, if any, for GLCCA.

GLCCA will act upon any submitted application within forty-five (45) days of receipt.

2. Qualifications and Application for Affiliate Membership. Application for Affiliate Membership in this Association may be made by an entity which is primarily located outside the Great Lakes Region, as defined by the GLCCA bylaws, who is actively engaged in the Accounts Receivable Management and Recovery industry such as debt collection, check recovery, asset buying, those vendors who provide products or services to such businesses or those that provide legal defense

of such business, in one of the states that are a part of the geographical scope of this association, and is a member in good standing of ACA International.

Applications for Affiliate Membership shall be made on a form provided by GLCCA. Completed applications shall be submitted to the management company. An applicant shall certify in writing that the applicant has satisfied all applicable state licensing and regulatory requirements as they relate to the applicant's business, satisfies the requirements for Affiliate Membership, as defined by the GLCCA bylaws, and fulfills the requirements of the Association's application. Each application shall be accompanied by one year's dues to be determined by the Board of Directors.

An Affiliate member may attend all meetings of the Association, participate in the discussion including but not limited to being on designated committees, and are entitled to privileges and benefits of membership as determined by the Board of Directors, but shall have no vote on any business transacted by the Association or be eligible to hold any elective office of the Association.

3. Honorary Membership. Honorary memberships may be conferred upon any person who is not active in the Accounts Receivable Management and Recovery industry or in the legal defense of such business, but who has made noteworthy achievement in, contribution to, or furtherance of the Association and the Accounts Receivable Management and Recovery industry, as determined by the Board of Directors.

Nominations for candidates for Honorary Membership shall be submitted in writing to the Board of Directors, stating in complete detail the nominees' contributions to and accomplishments in the Accounts Receivable Management and Recovery industry and the Association. A two-thirds majority vote of the Board of Directors shall be required for approval.

An Honorary Member shall have the right to attend all meetings of the Association and participate in discussion but shall not be entitled to vote or to hold elective office. Such honor shall not convey membership in ACA International.

4. Approval of Membership Application. The procedures to be followed by the Membership Committee shall be determined by the Board of Directors. A majority vote of the Board of Directors shall determine whether an application is approved or rejected.

Any applicant whose application for membership has been rejected by the Board of Directors. Such appeal must be made in writing within twenty-one (21) days. Within forty-five (45) days of receipt of any such notice of appeal, the [Executive Committee] shall meet to determine whether the decision of the [Board of Directors] should be sustained or reversed. Any appeal from a decision of the [Board of Directors] shall be decided upon a majority vote of the [Executive Committee].

After an application has been approved, membership shall become effective. The management company shall notify ACA International of the acceptance or rejection of all applications.

5. Dues and Fees.

- a. *Voting Members.* Annual Voting Membership dues are based on ACA International’s fiscal year, January 1—December 31, with renewal statements forwarded to Voting Members by ACA International for ACA International and GLCCA dues. Dues are remitted to ACA International and must be received in accordance with ACA Policy to avoid termination.

Dues shall be fixed by the Board of Directors as prescribed by the By-laws. A separate legislative fee will be assessed over and above the basic dues and will vary per state. This amount will be allocated to expenses associated with the legislative agenda at the state and national level. These legislative fees will be held in a “restrictive fund” for the sole purpose of legislative initiatives and separate from the general fund. If there is a dues rate change, the approval process will follow the language in the By-Laws.

- b. *Affiliate Members.* Annual Affiliate Membership dues will be determined by the Board of Directors. These dues will be based on a calendar year.
- c. *Honorary Members.* There shall be no charge to Honorary Members.
- d. *New Membership Applications.* New membership applications will include dues for a full fiscal year. Applications will receive a credit towards the subsequent year’s dues according to the month membership was conferred.

An initiation fee will be assessed to each new applicant for membership in an amount set by the Board of Directors and ratified by the Association’s Voting Membership.

SECTION IV

Committees

1. Membership Committee. The Executive Committee shall serve as the Membership Committee. The committee will review, process, and approve or reject all membership applications in accordance with the bylaws and SOP of this Association. This committee will also serve as contact with ACA International during membership drives and assist in any way to recruit new members to the Association. Until a new Chair is appointed, Jeff Gronholz is appointed Chair of this committee.
2. Nominating Committee. -The Nominating Committee shall consist of the members of the current Executive Committee of the Board of Directors of the Association, who shall prepare a slate of nominees for Directors, to be sent to the membership of this Association, no less than thirty days prior to the annual meeting each year. Said committee shall submit at least as many names into nomination for Directors as there are expiring terms of Directors.

Duties of the chairperson are:

- a. Organize the committee
- b. Coordinate with the Executive Director the creation or update of the application and e-mail announcements that nominations are being accepted to the membership. At a

minimum application acceptance e-mails should be sent on Jan. 15, Feb. 1 and Feb. 15 and should be due on Mar. 1.

- € Review applications
- d. Identify and contact potential nominees to see if willing to serve and/or receive the required permission per Bylaws Article VIII, Section 6.
- e. Absent the adequate number of applications, the Chairperson shall take an active role in identifying possible board members.
- f. Present the nominees to the membership at the annual business meeting

Desirable Requirements and Qualities in a Nominee:

- a. Have shown an interest in promoting the debt collection industry.
- b. Have attended GLCCA meetings.
- c. Have been involved with the GLCCA on a committee or committees.
- d. Nominees review the bylaws, SOPS and Strategic Plan before making a commitment.

Motion at the annual meeting for a unanimous ballot to be cast:

In the case of an uncontested vote of the slate of nominees: Ask three times if there are any nominations from the floor. If there are none, ask for the following motion to be made: "Do I have a motion to close the nominations and instruct the secretary to cast a unanimous ballot for the slate?"

Or a member can make the motion: "I move to close the nominations and instruct the secretary to cast a unanimous ballot for the slate."

3. Legislative Committees. There shall be a Legislative chair appointed for each state by the President, based on recommendations by members of a respective State within GLCCA. If no appointment a designated Director shall serve as chair. This committee is responsible to the Board and membership for the following:
 - a. Communicating with the membership to develop the Association's legislative plan for each session of the respective states' legislatures.
 - b. Keeping the membership informed of legislative issues, plans and actions bearing on the industry and general businesses, recommending courses of action and coordinating the membership's efforts to inform and influence legislators.
 - c. Cause the drafting of legislation necessary to the growth and preservation of the industry.
 - d. Conducting an organized lobby to influence passage of favorable legislation and modification or defeat of legislative initiatives considered detrimental to the industry.

- e. Engaging and supervising the services of a registered lobbyist or legal counsel hired for the express purpose of advocating specific legislation critical to the welfare of the membership.
 - f. Providing an annual report to the Board and membership on the outcome of the legislative agenda, other bills and laws affecting the industry and legislators who were supportive or non-supportive of sponsored issues.
 - g. The legislative committee, or lobbyist engaged by the Association shall be the official representative of the Association in all legislative and administrative matters before any administrative or legislative body.
 - h. Ensure that the Secretary-Treasurer and Executive Director have a copy of the current lobbyist contract.
 - i. Review and approve invoices, along with the Secretary-Treasurer, for lobbyist invoices.
 - j. Oversee PAC fundraising and reporting activities. Committee will report to the Board of Directors that all yearly/quarterly submissions have been appropriately filed.
4. Auditing Committee. The Treasurer and Executive Director are responsible for conducting an annual review of the Association's financial records and transactions for the previous calendar year to be presented at the annual BOD meeting. The Treasurer is responsible for preparing the annual budget with assistance from the President and Executive Director to be presented and voted on at a fall BOD meeting. The ongoing finances of GLCCA are overseen by the Treasurer of the BOD with a monthly review by the full BOD. The minimum review requirements below are required for each monthly BOD meeting.

The following is the recommended for financial review purposes:

- a. Review general ledger transactions
 - b. Review Balance Sheet and Income Statement
 - c. Bank statements and bank reconciliations
 - d. Check register
 - e. Copy of approval for invoices paid outside of the budgeted amount
5. Ethics and Grievance Committee. GLCCA Executive Committee shall be responsible for review of all grievances and ethics complaints and will utilize-ACA International's established processes.

6. Convention/Conference Committee. This committee shall include a management company staff member and shall be Chaired by the President-Elect. The purpose of the committee is:
- a. Develop the theme, program and agenda for the annual conference and assist in identifying potential speakers and presenters.
 - b. Promote attendance among the membership with personal communications.
 - c. Assist with conference administrative operations as deemed necessary by the Chair.
 - d. Provide feedback to the Chair for improvement of the annual event.
 - e. Assist in communication with vendors to exhibit at the annual event.
 - f. Assist in maintaining and increasing Vendor participation at the annual meeting.
 - g. Assist in seeking input from vendors to improve their experience at the annual meeting.
 - h. Offer suggestions for improving and increasing the participation of vendors in association's advertising and sponsorship in conjunction with the annual meeting and website.
 - i. Recruit members to spend time with vendors at the various conferences.
 - j. Perform other duties as assigned/requested by the Board
7. Marketing/Public Relations Committee. The Marketing/Public Relations Committee Chair shall be appointed by the President. This will assure at all times a central point of communication between unit members and the ACA Public Relations department to facilitate and guide industry messaging. President shall be responsible for appointing and overseeing a designated unit volunteer, a member of the management committee and/or the Executive Director with the updating and maintenance of the website.

Expectations of Website Maintenance:

- a. Engage in a monthly review of the website to ensure updating is done according to directives
- b. Within 30 days of the Annual meeting:
 - 1. Website should be updated with all officer and director positions, business addresses, and phone numbers.
- c. Keep current membership list up to date
- d. Enter event timeline as soon as meeting times are confirmed

Expectations of Publicity:

- a. Unit members are to notify President and or Executive Director of any negative press in their area. President will confer with ACA's director of Public Relations to determine appropriate response.
 - b. DFI/State Legislative Chair should communicate regularly with President regarding favorable or unfavorable legislative or regulatory happenings. President will determine what if any communication needs to be directed to ACA.
 - c. Public relations opportunities should be brought to the attention of the President for messaging coordination with ACA public relations department.
8. Education Committee. The Education Committee Chair shall be appointed by the President. The Education Committee shall suggest and advise what educational opportunities to promote throughout the year for its membership. It is expected that at least two sessions be offered annually in addition to the sessions offered at the Association's annual conference.

SECTION VI

Order of Business at Association's Annual Business Meeting

The President will conduct the meeting in concert with Robert's Rules of Order unless otherwise specified. The Order of Business at meetings of the membership shall be:

- a. Call to order.
- b. Appoint secretary for recording minutes.
- c. Review of minutes of last meeting and motion to approve.
- d. Finance Report.
- e. Reports by the Board and standing committees.
- f. Election of officers and directors.
- g. Old business.
- h. New business.

SECTION VII

Management Company

The Board of Directors may employ a management company to handle the administrative details of the corporation and to keep all records of the corporation. The Executive Director is to be appointed by the management company, said appointment to be ratified by two-thirds vote of the Board of Directors.

The fee of the management company shall be approved by the Board of Directors and reviewed annually. The expenses of the management company shall be budgeted annually and an officer of the Association prior to payment shall review all expenses. The Executive Director shall be required to attend all meetings of the Association and Board of Directors, unless previously excused by the President of the association. The Executive Director may not serve on the Board of this Association.

The duties of the Management Committee are as follows:

- a. Take minutes of Board meetings and annual meetings. Prepare for publication all meeting agendas, assemble committee reports, by-laws, Board of Director committee assignments and membership lists (program booklets and conference agenda).
- b. Monitor and update the website content to ensure all information is current, the technical administration is performed by members with technical expertise.
- c. Maintain an up-to-date membership file, including name of owner, manager, and date of membership.
- d. Assist the Membership Committee and Board in the processing of new member applications. Reconcile corporation full membership renewals with ACA International records. Manage existing membership renewals.
- e. Send affiliate member annual dues statements and notify Membership Committee Chair of any non-renewal of membership.
- f. Answer requests from members/outside parties, written or verbal, after referral to the President and proper committee.
- g. Distribute all correspondence to the membership and Board members as requested by the President.
- h. Properly escalate any urgent matters (e.g., related to litigation, press investigation, violations, etc.) to the President and Board of Directors.
- i. Attend all board of director and corporation meetings.
- j. Assist the program chairman in the organization and conduct of the meeting. Aide in the negotiation of hotel and meeting rooms/location selection. Assist the program committee during the meeting for hotel staff, attendees, speakers, and vendors. Assist the program committee in assuring contractual obligation and compliance is maintained.
- k. Deposit and keep record of all association related monies and expenses (including conference registration, dues, vendor sponsorships). Promptly deposit all monies received in the proper bank account.
- l. Provide financial summary of the conference to the Board of Directors within 90 days after the conference

- m. Pay all bills with approval of the secretary/treasurer for any over budget or outside of budget or any non-budgeted monies.
- n. Pay bills as normal and provide financial reports monthly to the board.
- o. Inform President of any extended duties performed outside of normal work functions.
- p. File all corporate papers and tax reports within timetables provided working with the audit committee.
- q. Prepare budget for following fiscal year with assistance by audit committee and present to board [at the Fall meeting].
- r. Notify any member terminated as well as ACA International for loss of license or bond.
- s. Assist President in all association matters.
- t. Keep an archive of all correspondence and e-mails regarding all association business related matters.
- u. Contact members, vendors, and sponsors with meeting information and notification.
- v. Fulfill all duties and requirements set forth by GLCCA and ACA International.

SECTION VIII

Miscellaneous

1. Expense Reimbursement. An expense reimbursement form is required to be completed and sent directly to the Executive Director with source documents attached to the request. The form can be obtained from the Executive Director or the GLCCA website. The form and source documents can be sent via e-mail for efficiency purposes. An officer of the corporation shall review all such expenses prior to payment (refer to Article IV, Section 8 of the By-Laws).