

The Credit Services Association's Three Primary Roles



"Represent members at the highest level with external stakeholders to enhance the reputation of the industry"

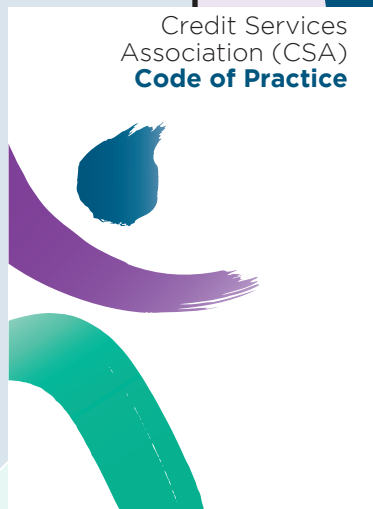
ENGAGE

PROMOTE

"Promote excellence and integrity in standards and culture across the industry"



FCA FOS
HM Treasury
ICO Home Office
UKRN Ofwat
Money Advice sector
Cabinet Office SFGB



SUPPORT

"Facilitate a collaborative environment to share best practice for further improvement and ongoing professionalism of the industry"



CSA Apprenticeships

90 apprentices
56 firms

Data Gathering Initiative (DGI)

CSA members hold:

£59.6bn for collection
47.2m accounts

Staff
c10,700 total employment
5,300 non front-line staff

Collector Accreditation Initiative (CAI) (2018)

84 firms registered
6k tests taken
90% Company Accreditation