

NRMLA Code of Ethics & Professional Responsibility

This *NRMLA Code of Ethics and Professional Responsibility (Code of Ethics)* describes values shared and rules applicable to all members of the National Reverse Mortgage Lenders Association (NRMLA). Under this Code of Ethics, NRMLA Members generally are responsible and will be held responsible for the actions or failures to act of their officers, directors, employees, agents and representatives.

As a condition of membership, all NRMLA Members are required to adhere to this Code of Ethics. Accordingly, each NRMLA Member agrees to observe, maintain and adhere to the following set of values:

Value 1: Fairness

NRMLA Members shall treat consumers with respect and dignity, and in a manner that is fair, reasonable and as they would want to be treated.

Value 2: Confidentiality

NRMLA Members shall appropriately respect, protect, preserve and safeguard the privacy and confidentiality of information obtained from and about consumers.

Value 3: Integrity

NRMLA Members shall act with integrity by adhering to the letter and spirit of this Code of Ethics, which includes disclosing potential conflicts of interest to consumers in a timely basis.

Value 4: Competence

NRMLA Members shall provide services to consumers in a competent manner, acquiring and maintaining necessary and appropriate knowledge, skills and experience to do so, and referring consumers to others who possess such knowledge, skills and experience when they are unable to do so.

Value 5: Diligence

NRMLA Members shall provide services to consumers with diligence and due care, promptly, thoughtfully, in a manner considerate of the interests of consumers and fully in compliance with all applicable legal and regulatory requirements.

Value 6: Professionalism

NRMLA Members' conduct shall reflect positively on NRMLA, the profession and the industry.