



## **CODE OF CONDUCT**

### **Rule 1 - Ethical Standards**

Members shall conduct their activities with honesty, integrity and professionalism, ensuring that they and their personnel are knowledgeable in the areas of the mortgage industry in which they participate. Furthermore, Members shall act in compliance with this Code of Conduct as well as sound business practices, including “Best Practices” or professional standards as established from time to time by the Board of Directors.

### **Rule 2 - Protection**

Members shall use their best efforts to protect parties to a mortgage transaction and the public against fraud, misrepresentation, unethical practices or other violations of the Corporation’s Code of Conduct. Members shall report such infractions to the Corporation.

### **Rule 3 - Disclosure**

Members shall disclose to all appropriate parties to a mortgage transaction:

- a) any real or perceived conflicts of interest;
- b) all material information; and
- c) any personal interest, direct or indirect

### **Rule 4 - Confidentiality**

4.1 Members shall hold in strict confidence any information arising from the professional relationship concerning the business and affairs of his or her client, and shall not divulge that information unless the Member is expressly authorized by the client or required by law to do so or, as required under Rule 7.1.

4.2 A Member, acting for more than one party to a transaction, shall not act to the detriment of any one of the parties by withholding material information.

### **Rule 5 - Competence**

5.1 Members shall endeavor to be informed regarding the law, proposed legislation, and other essential facts relevant to public policies related to the services they provide.

5.2 When a Member is unable to render service in accordance with the standards required in this Code of Conduct, the Member shall decline to act.

5.3 A Member shall provide timely service and respond on a timely basis to inquiries from participants in a mortgage transaction.

### **Rule 6 - Member Competition**

Members shall not unfairly criticize a competitor Member nor refer to another Member in a disparaging manner.



### **Rule 7 - Co-operation with the Corporation**

7.1 Members shall co-operate with any investigation (an “Investigation”) by the Corporation of the Member’s conduct or the conduct of another Member. Co-operation may include providing access to and copies of all documents and answering all questions relevant to the Investigation, unless prevented from doing so by law.

7.2 Members shall testify, when requested to do so, by an authorized representative of the Corporation, at any hearing involving another Member under the Code of Conduct of the Corporation.

7.3 Members shall not obstruct an Investigation, including withholding or concealing documents or information or attempting to influence the information or evidence that a potential witness might provide at any Investigation of a Member. A Member shall not submit false or misleading information to the Corporation or any authorized committee of the Corporation.

7.4 It is unethical for Members to fail to comply with the By-laws and Policies of the Corporation.

### **Rule 8 - Advertising**

All Members shall apply, set and maintain standards of honesty, truth, accuracy, fairness and propriety in advertising and shall comply with the Canadian Code of Advertising Standards, as established from time to time by Advertising Standards Canada.

### **Rule 9 - No Discrimination**

Members shall not, when acting in a professional capacity, discriminate or participate in discrimination against any person and shall be aware of the rights and obligations of the applicable Human Rights codes in the jurisdictions where such Member conducts business.

### **Rule 10 - Laws and Regulations**

10.1 A final determination by any Regulatory Body, terminating or suspending the right of a Member to practice his/her profession shall result in the immediate termination (or suspension as the case may be) of membership in the corporation as well as the immediate termination (or suspension as the case may be) of the right to use any designation granted by the Corporation to the member.

10.2 Members shall conduct their activities in full compliance with all federal, provincial and municipal laws and regulations. Conduct by a Member that results in a violation of any criminal or civil code is unethical.

10.3 Members shall conduct their activities in full compliance with the rules and regulations of all regulatory bodies that govern the professional activities of such Member.

10.4 Conviction of a criminal offence involving dishonesty, fraud or theft shall result in the immediate termination of membership as well as the immediate termination of the right to use any designation granted by the Corporation to the member.