



Code of Professional Conduct

- **Article 1:** Licensed Members shall conduct their business in a professional manner, ensuring that they and their personnel are competent in the areas of mortgage lending in which they practice and are in compliance with sound industry standards.
- **Article 2:** Licensed Members shall abide by all federal & provincial laws and comply with the rules and by-laws of the Association. Licensed Members shall co-operate in every appropriate way with governing bodies charged with regulating the practice of mortgage brokers, thereby assuring the public with fair and honest treatment.
- **Article 3:** Licensed Members shall act in a manner that recognizes that integrity, honour and competency are essential in the mortgage brokerage business.
- **Article 4:** Licensed Members must make every reasonable effort to assure advertising and other business practices do not contain any misrepresentation of facts and are not misleading to the public.
- **Article 5:** Licensed Members shall conduct their business so as not to deny equal professional services to any person for reasons of race, colour, creed, sexual orientation, place of origin, marital status, age or disability.
- **Article 6:** Licensed Members shall fulfill their obligations under written or oral agreements with another person and shall not breach or avoid a commitment made in good faith to another person.
- **Article 7:** Licensed Members shall make all reasonable efforts to facilitate each loan application in a timely manner and to advise clients of the loan's status promptly and ensure that the loan is closed in a timely fashion.
- **Article 8:** Licensed Members shall keep private and confidential all information gained during the mortgage transaction and disclose only that information that a borrower or lender would require to make an informed decision.
- **Article 9:** Licensed Members shall avoid conflicts of interest. If a conflict of interest comes to the attention of the Licensed Member, the Licensed Member has a duty to promptly disclose in writing, the conflict to all parties to the transaction.
- **Article 10:** Licensed Members shall not speak falsely or disparagingly of the business practices of another Licensed Member.

The Canadian Mortgage Brokers Association - Ontario is an organization of independent mortgage professionals, licensed by the Financial Services Commission of Ontario. Licensed Members of the association are required to meet professional standards as a condition of membership.