

# ARTICLE I CANONS OF ETHICS

## Canons of Ethics

### Preamble:

WHEREAS the Members of the Association are mindful that the soundness, usefulness, prosperity and future of the mortgage industry depends upon the honor, integrity and fidelity of all personnel engaged in this business.

THEREFORE, BE IT RESOLVED, that each member of the Association pledges to observe and maintain the following standards of conduct in dealing with the public and with other members.

**CANON 1** – Members shall conduct their business in a professional manner, ensuring that their personnel are knowledgeable in the areas of mortgage banking, brokering or financing in which they participate and are acting in compliance with sound industry practices.

**CANON 2** – Members shall act in conformity with applicable laws and regulations and shall cooperate in every appropriate way with all governmental bodies in the interest of establishing and maintaining an efficient and fair framework for mortgage lending.

**CANON 3** – Members shall act in a manner that recognizes that integrity and confidence are essential in the mortgage banking and broker business.

**CANON 4** – Members shall accord oral agreements in the same sanctity given to written agreements.

**CANON 5** – Members shall not breach or avoid an agreement or commitment.

**CANON 6** – Members shall encourage healthy competition in the mortgage banking and broker business.

**CANON 7** – Members shall conduct their business without regard to race, color, sex, religion, marital status, national origin, age, disability, sexual orientation, or gender identity, of the persons with whom they deal.

**CANON 8** – Members shall preserve the integrity and confidentiality of all parts of a loan submission and appraisal report and make full disclosure of all pertinent facts as required by both State and Federal laws and regulations.

**CANON 9** – Members shall not quote to a prospective borrower interest rates or other loan terms that cannot be provided to the prospective borrower.

**CANON 10** – Members shall make all reasonable efforts to process loan applications and advise applicants of approval or disapproval promptly and to close and disburse loans in a timely manner.

**CANON 11** – Members shall use all efforts available in servicing investments entrusted to his/her care and effectively discharge his/her obligations to both investor and debtor.

**CANON 12** – Members shall maintain all monies that are received as escrow, reserve or impound accounts in a prudent and identifiable manner and shall disburse these funds for the purpose for which they were received, in accordance with NH State Law.

**CANON 13** – Members shall cooperate with the Board of Governors and the Ethics & Legislative Committee in furnishing information relative to any investigation of a possible violation of the Canons of Ethics and Standards of Practice.