



**CODE OF CONDUCT**

1. All members shall abide by the Rules and Regulations of CAFBA and seek to further the objectives of CAFBA.
2. It is the duty of all members to exercise the utmost good faith towards:
  - (a) Clients
  - (b) Lenders
  - (c) Suppliers
  - (d) Members of the Association
3. Members shall act with high standards of service, honesty, disclosure and professionalism to their clients.
4. Members are under an obligation to assist in the prompt and correct settlement of all finance transactions.
5. Members, when involved in documentation preparation and execution shall use their best endeavours to act in a correct and legally effective manner.
6. Members shall provide, where required, full and proper explanations of the general meaning and scope of the documentation to borrowers and shall not knowingly misrepresent any documentation or conditions of the transaction.
7. Members are required to maintain adequate records and are under an obligation to perform the service implicit in the acceptance of brokerage.
8. Members are required to adhere to the principle of confidentiality of client information.
9. It is the duty of all members to observe strict honesty in any advertising.
10. Notwithstanding that it is the members' role to act as advocates for the transaction, applications to lenders should be presented in such a manner that the broker does not knowingly provide misinformation or intentionally mislead the lender by way of omission or distortion.
11. Members shall disclose and obtain customer acknowledgement to the existence of third party commission payments, when applicable.
12. Members shall not engage in conduct or practices so as to bring themselves or CAFBA into professional disrepute.
13. Members have an educational and training responsibility to ensure that they, their staff and their agents are of a professional level whereby they can be held responsible for adhering to the terms of this Code of Conduct.
14. In the event that any member fails to abide by the Rules and Regulations of CAFBA, CAFBA may discipline that member in whatever manner or form it deems appropriate, including suspension of that person's membership of CAFBA. The circumstances whereby CAFBA reserves the right to discipline and suspend a member include, but are not limited to, those circumstances referred to in Clause 8 of the Rules.

**I verify that I have read and agree to abide by the CAFBA Code of Conduct**

COMPANY.....

NAME..... NAME.....

SIGNATURE ..... SIGNATURE .....