



NAMFS - Canons and Standards

WHEREAS, the purposes for which NAMFS, Inc. was organized as stated in the Corporate Charter, are:

- Nurture the mortgage field service system;
- Improve and expand the performance of its members;
- Encourage sound and ethical business practices among its members;
- Conduct research in field service techniques that improve the effectiveness of its members;
- Inform its members of changes in mortgage laws and practices as well as pending legislation that affects their service;
- Sponsor meetings and educational programs; and
- Actively engage and cooperate with public and private agencies in the establishment of sound field service practices.

WHEREAS, the Members of this Association are mindful that the soundness, usefulness, property, and future of mortgage field service depends on the honor, integrity, and fidelity of all persons engaged in this business:

THEREFORE, BE IT RESOLVED, that each member of this 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 field service 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 interests of establishing and maintaining an efficient and fair framework for mortgage field service.

CANON 3

Members shall act in a manner that recognizes that integrity and confidence are essential in the mortgage field service business.

CANON 4

Members shall avoid unauthorized disclosure of confidential information.

CANON 5

Members shall not breach or avoid an agreement or commitment.

CANON 6

Members shall encourage healthy competition in the mortgage field service business.

CANON 7

Members shall conduct their business without regard to the race, color, religion, national origin, gender, sexual orientation, age, disability or status as veterans of the Armed Forces or any other status protected by federal, state or local law.

CANON 8

Members shall quote clients rates that are reasonable, customary and competitive in the marketplace for all services that could be deemed within the scope of mortgage field services.

CANON 9

Members shall make every effort available to them to effectively perform their assigned duties to meet or exceed their clients' expectations.

CANON 10

Members shall cooperate in furnishing information relative to any investigation of a possible violation of these Canons and Standards.