

## **BROKER CODE OF CONDUCT**

I am committed to the highest standards of ethical behaviour at all times. This Code of Conduct clarifies the standards of behaviour that are expected of me as an accredited Mortgage & Finance Broker in the performance of my duties. It gives guidance in areas where I as a Mortgage & Finance Broker need to make personal and ethical decisions.

1. I will always act in a consistent, honest and ethical manner, using fair and reasonable judgement in my actions. I will ensure that customers are fully aware of all interest rates and fees applicable to their loan.
2. I will always obtain a good understanding of the customer's needs, objectives & financial position, sufficient for me to be comfortable that products I recommend meet their financial needs, objectives and situation.
3. I will undertake all training and development to maintain any licences, industry membership and accreditations as required by law, industry associations and my Aggregator.
4. I will not threaten, harass or use undue pressure to persuade an applicant to apply for a loan or similarly deal with an Aggregator, Mortgage Manager, Lenders or other people with whom I transact on a daily basis.
5. I will not call upon an applicant at their place of residence or employment without first being invited to do so by the applicant.
6. I will ensure my personal or commercial interests or benefits do not influence or prejudice my recommendations and obligations to the customer.
7. I will not tell an applicant that they are required to take out insurance with a particular insurer.
8. I will report any suspected fraud, error, breach of law or concealed practice and I understand misleading, dishonest, deceptive or fraudulent activity is unacceptable.
9. I will maintain membership of a 'professional industry body' approved by my Aggregator that has an acceptable accreditation process and has an acceptable Education and Training Programme that supports compliance with legislative requirements.
10. I will personally manage all customer complaints regarding my advice and actions. I will endeavour to achieve a 48-hour resolution. When 48 hours is not feasible I will ensure customers are kept informed on a regular basis.
11. I will maintain confidentiality and not disclose information concerning an applicant's affairs to any other party unless authorised by the applicant(s) or where compelled by Law.
12. I am responsible for the conduct, acts and statements of all persons employed in the business in the normal course of business