

Preamble

WHEREAS, it is the purpose of the Minnesota Mortgage Foreclosure Prevention Association to promote sound policies and practices, both in public and private sectors, related to foreclosure prevention counseling, the following Code of Ethics and Standards of Practice has been adopted by the Association and must be subscribed and adhered to by each Member.

- I. Members pledge themselves to protect and promote the interests of the clients they serve. This obligation of fidelity to the client's interest is primary, but it does not relieve members of their obligation to treat all parties honestly.
- II. Members shall be competent, respectful, professional and truthful.
- III. Members shall not undertake to provide services to a client where they have a present or potential conflict of interest.
- IV. Members shall not deny services to any person for reasons of race, color, religion, sex, handicap, familial status, national origin, age, or reliance on public assistance.
- V. Members shall not knowingly, during or following the termination of a professional relationship with their client:
 - A. Reveal confidential information of the client; or
 - B. Use confidential information of the client to the disadvantage of the client; or
 - C. Use confidential information of the client for the Member's advantage or a third party unless:
 1. The client consents after full disclosure; or
 2. The Member is required by court order; or
 3. It is necessary to defend the Member against an accusation of wrongful conduct.
- VI. Members shall accept the responsibility to become and remain knowledgeable of resources and alternatives available to help clients prevent default and foreclosure, and sustain homeownership where possible.
- VII. Members shall not undertake to provide specialized professional services that are outside their field of competence unless they engage the assistance of one who is competent, or unless the facts are fully disclosed to the client.
- VIII. Members shall seek assistance, instruction and advice from supervisors, other Members, and professionals whenever such consultation is in the best interest of the client.
- IX. Members shall not engage in any practice which may damage the public or which might discredit or bring dishonor to other members.