

# The REALTOR® Code of Ethics and Standards of Practice (NAR)

(This is a *summary* of the articles, not the entire document)

## Duties to Clients and Customers

- Article 1** – Protect and promote your client’s interests but be honest with all parties.
- Article 2** – Avoid exaggeration, misrepresentation or concealment of pertinent facts. Do not reveal facts which are confidential under the scope of your agency or non-agency relationships.
- Article 3** – Cooperate with other brokers except when cooperation is not in your client’s best interests.
- Article 4** – When buying or selling, make your “position” or interest in the transaction known to all.
- Article 5** – Disclose present or contemplated interest in any property to all parties.
- Article 6** – Avoid side deals without your client’s informed consent.
- Article 7** – Accept compensation from only one party, except with full disclosure to all parties and the informed consent of your client(s).
- Article 8** – Keep in a special account, separated from your own funds, monies coming into your possession in trust for other persons.
- Article 9** – For the protection of all parties, assure whenever possible that all agreements related to Real Estate transactions are in writing in clear and understandable language. A copy of each agreement shall be furnished to each party to such agreements upon their signing or initialing.

## Duties to the Public

- Article 10** – Provide equal service to all clients and customers.
- Article 11** – The services provided to clients and customers shall conform to the standards of practice and competence which are reasonably expected in the specific Real Estate disciplines in which you engage. Obtain assistance or disclose your lack of experience if necessary.
- Article 12** – Be honest and truthful in Real Estate communications and present a true picture in your advertising, marketing and other representations. Ensure that your status as a Real Estate professional is readily apparent in the same.
- Article 13** – Do not engage in activities that constitute the unauthorized practice of law and recommend that legal counsel be obtained when the interest of any party requires it.
- Article 14** – Be a willing participant in Code enforcement procedures.

## Duties to REALTORS®

- Article 15** – Do not knowingly or recklessly make false or misleading statements about other Real Estate professionals, their businesses or their business practices.
- Article 16** – Do not engage in any practice or take any action inconsistent with exclusive representation or exclusive brokerage relationships that other REALTORS® have with their clients.
- Article 17** – Mediate or arbitrate contractual disagreements with other REALTORS® and with your clients.

**There is no time for inexperience, empty promises *or* false expectations!**

**HIRE WISELY: We are not “*all the same*”!**