

2009 ETHICS SUMMARY

CAAMP has a *Code of Ethics* by which all members must abide. Failure to do so results in an ethics complaints process as set forth in the association Bylaws. A copy of CAAMP's Code of Ethics, Bylaws and how to file a complaint can be found at www.caamp.org

In 2009 CAAMP received 85 ethics complaints. The following outlines the nature of these complaints.

Complaints from consumers about broker/agent	29%
Broker/Agent sanctioned by regulator	27%
Broker/Agent complaint against another Broker/Agent	19%
CAAMP complaint against member conduct	8%
Lender complaint about a mortgage Broker/Agent	5%
On CAAMP application new member admitted to having criminal record/regulator sanction	5%
Mortgage industry person criminally charged	3%
Other	4%

The following shows the outcomes of the 85 cases received in 2009 plus the outcomes of 11 cases that were carried over from 2008.

Dismissed because complaint involves a non-member. Individual has been flagged in CAAMP database. If the accused applies for CAAMP membership the investigation is reactivated.	26%
Reviewed by CAAMP and dismissed as having no merit	19%
Member accepted Settlement Agreement with CAAMP (Settlement Agreement is a statement of facts and agreed upon sanction by CAAMP)	13%
Member given Letter of Caution	11%
Under continuing investigation	11%
CAAMP membership suspended	10%
Complaint withdrawn by complainant	7%
Other	3%