NRMLA STAFF USE ONLY
COMPANY:_____

COMPLAINT NUMBER:_____

DATE RECEIVED:_____

STATUS:_____

ETHICS COMPLAINT FORM

Please complete this form to the best of your ability. Return complete form and submit with any additional documents to ethics@nrmlaonline.org; by fax to (202) 265-4435; or mail to National Reverse Mortgage Lenders Association, 1400 16th St., NW, Washington, D.C. 20036.

COMPANY OR CONSUMER FILING COMPLAINT

	Y / N (IF APPLICABLE)
COMPANY/CONSUMER NAME	NRMLA MEMBER
FIRST NAME	LAST NAME
PHONE	EMAIL

COMPANY IN QUESTION

	❑ YES ❑ NO ❑ I don't know
COMPANY NAME	NRMLA MEMBER
CONTACT FIRST NAME	CONTACT LAST NAME
CONTACT TITLE	
PHONE	EMAIL

NATURE OF COMPLAINT (CHECK ALL THAT APPLY)

❑ Firm is distributing false and misleading advertising (please fax or mail example)
❑ Loan officer misconduct (i.e., pressure sales tactics, abusive, stating misinformation)
❑ Firm refuses to release FHA case number
❑ Firm is seeking reimbursement for time and expense after client leaves
❑ Firm is charging client for services prior to counseling
❑ Firm is cross-selling inappropriate products
❑ Firm has questionable recruiting practices (i.e., "make a boatload of money originating reverse mortgages")
❑ Other (please specify)

_____

_____

STATUS (NRMLA STAFF USE ONLY):

DATE	ACTION