



## **Become a Certified Reverse Mortgage Professional**

Individuals who earn the CRMP have demonstrated a competency in the area of reverse mortgage lending, and are dedicated to upholding high standards of ethical and professional practice in the industry. The following information includes application procedures, requirements for eligibility to sit for the CRMP certification examination, and the policies that guide the decisions on certification. The CRMP is governed by the Independent Certification Committee, and is administered by the NRMLA staff.

NRMLA is dedicated to offering a certification program that is credible and based on best certification practices. NRMLA offers a full-scope certification program that is comprised of the following key components:

- An independent governing body with policies and procedures guiding all decisions on certification
- Eligibility requirements and application submission and review procedures
- An examination testing the competency and knowledge requirements of reverse mortgage professionals today
- A Code of Ethics all CRMPs must abide by and uphold
- Recertification requirements to maintain the credential
- Complaints and disciplinary procedures.

### **Independent Certification Committee**

The CRMP is governed by the Independent Certification Committee, and is administered by the NRMLA staff.

NRMLA's Board of Directors has by resolution granted the Independent Certification Committee the responsibility of providing oversight to the development and administration of the certification program.

To assist in the process, NRMLA has contracted with Professional Testing, Inc., based in Orlando, FL, to provide expertise and guidance in examination development, administration, maintenance and scoring. The CRMP examination is proctored through Pearson Learning Center, which has over 2000 testing locations nationwide.

Successful achievement of a passing score on the CRMP certification examination is required for an individual to earn the CRMP designation. Each candidate must meet the eligibility requirements to qualify for the exam, and must agree to uphold and abide by the Code of Ethics in order for certification to be awarded. Certification is awarded for a period of three years, but the certificant must recertify annually prior to the expiration date found on his or her hard copy certificate. CRMPs must also remain in good standing with the Independent Certification Committee, which means they must be current in all fees and not be found in violation of the Code of Ethics. Failure to comply with these requirements may result in the certification being withdrawn.

### **Trademarks and Copyrights**

The “Certified Reverse Mortgage Professional” and “CRMP” designations are the property of the Independent Certification Committee and NRMLA. Individuals who earn the CRMP credential may use the designation as long as the certification has not expired, been suspended, revoked or voluntarily relinquished. The certificate is the property of the Independent Certification Committee and must be returned to NRMLA upon request. Examination materials and publications are copyrighted and protected under U.S. law. NRMLA aggressively enforces the appropriate use of its property, and unauthorized use may result in sanctions or other penalties.

### **Frequently Asked Questions**

Interest in the Certified Reverse Mortgage Professional (CRMP) designation is quickly growing.

We thought it would be beneficial to consolidate our most commonly asked questions into the follow FAQ document. If you have a question that is not listed, please email Darryl Hicks, at [dhicks@dworbell.com](mailto:dhicks@dworbell.com).

**Question #1: Why should I get the CRMP?**

Earning the CRMP distinguishes you as someone who has demonstrated superior knowledge and competency in the area of reverse mortgages and dedication to upholding the highest ethical and professional standards.

When operating in a highly competitive environment one of the most effective ways to set yourself apart from the rest of the field is to obtain the CRMP designation. When you sit across the kitchen table from a client, it provides an extra level of comfort for that person.

All CRMPs are listed on NRMLA's consumer web site, [ReverseMortgage.org](http://ReverseMortgage.org), which attracts 30,000 unique visitors every month. Consumers utilize the web site to find CRMPs in their state and CRMPs often refer business to one another.

**Question #2: How do I qualify for the CRMP designation?**

Before you submit an application, you must meet certain experiential requirements. Loan Originators must have three (3) years of experience originating reverse mortgages **or** must have personally closed 50 or more reverse mortgages.

All applicants must submit a letter of recommendation written and signed by a senior manager. Applicants who own their companies may ask an industry colleague who is at a senior management level to submit a letter on their behalf.

Applicants who do not originate loans must have at least three (3) years of experience in the reverse mortgage industry in one of the following areas: Underwriting, Processing, Training, Title and Closing Services, Appraising, Counseling or Loan Servicing.

You must complete 12 continuing education (CE) credits before applying. All credits must be obtained within 12 months of submitting the application. Any credits obtained outside of the 12-month period will not be counted. Credits can be earned at NRMLA conferences, or by completing online courses from the list that is posted to the CRMP web page.

All applicants must complete the course *Workshop: Ethical Issues & Business Practices for Reverse Mortgage Lenders*. This course is conducted at most NRMLA conferences.

By signing the consent release form in the application, you are attesting to the accuracy of the information submitted. If NRMLA discovers that any information provided on the application is fraudulent, that may be grounds for being stripped of the credential.

**Question #3: How do I submit my application?**

You must have an online account with [NRMLAonline.org](http://NRMLAonline.org). Once you have obtained a username and password, login to the site.

In the upper right corner, you will see a message, Welcome Back (Your Name). Click on the link and select Edit My Profile from the dropdown menu. The next page will show your contact information. If you need to edit anything, use this opportunity to do so. If not, click Welcome Back (Your Name) a second time.

On the next page, select CRMP Application. Fill in the requested information and after submitting the application, please contact Darryl Hicks, at dhicks@dworbell.com.

**Question #4: How do I get outside courses approved?**

The following information must be submitted to NRMLA:

- Name of instructor and bio
- Course title and description
- Course outline with key learning objectives
- List of assigned reading and other assignments (if available)
- Evidence course is proctored or maintains attendance records (if available)
- Copy of certificate of completion, if provided.
- Statement of Relevancy written by you, explaining why you think this course should count as credit.

We do not accept courses related to marketing or ethics (only NRMLA's ethics courses count).

Submit the information to Darryl Hicks, at dhicks@dworbell.com. It will be reviewed first by the Eligibility Subcommittee. If the Subcommittee approves the course, it is then reviewed by the full ICC, which must give its final consent for you to receive credit.

**Question #5: What much does it cost to get the CRMP?**

There is a \$250 non-refundable application fee. If the application is approved, you take the exam. If you pass the exam, the next step is to submit to an online background check, which costs \$49.95 in most states, except New York, where it costs roughly \$150.

If you pass the background check, the final step is to pay a \$175 certification fee, which is paid annually for three years while the CRMP is active.

**Question #6: What ongoing requirements do I have if I get the CRMP?**

The CRMP certification is awarded for a period of 3 years. However, due to the frequent changes in the field of reverse mortgage lending rooted both in lending practices and regulatory requirements, the CRMP certification must be renewed every year to ensure the continued competence and currency of Certified Reverse Mortgage Professionals.

Designees will receive an invoice from NRMLA 60 days prior to the anniversary date that appears on their CRMP Certificate. Designees will submit their annual recertification fee (\$175) and a signed Consent Statement certifying that they are still properly licensed and adhering to the CRMP Code of Ethics.

Continuing education (CE) credits are submitted separately. In the first year, the number of credits that must be submitted will be prorated and determined by the month in which the CRMP is earned. For example, if you became a CRMP in September, then you must earn three (4) CE credits. If you earned the designation between January and May, then you must earn eight (8) more credits by year-end.

In each subsequent year, you must earn eight (8) continuing education credits to maintain your CRMP status. The credits you must relate to reverse mortgage topics. NRMLA has developed a form that you can download from the CRMP web page to self-report credits that you earn throughout the calendar year. The form should be submitted to NRMLA on January 10 as evidence that CRMPs met their continuing education requirements.

**Question #7: Is there a logo I may use?**

Yes. The CRMP logo is located at the top of the FAQ. Once you have earned the designation, you may use the logo on your business cards, on your web site, and in your marketing. You can also list the CRMP call letters after your name. You can obtain a copy of the logo by emailing Darryl Hicks, at [dhicks@dworbell.com](mailto:dhicks@dworbell.com).

**Question #8: Where can I get more information?**

The best place to get more information is [NRMLAonline.org](http://NRMLAonline.org), NRMLA's industry web site. Look for the banner on the home page, titled Become a Certified Reverse Mortgage Professional. Please read through all the materials, especially the candidate handbook and recertification handbook.