

Your analysis of the content outline and your answers to the questions above will help you determine where you need to spend your study time.

B. Testing Tips

On the day of the exam:

- Plan to arrive at the exam site at least 15 minutes prior to your appointment. If you have considerable distance to travel, consider arriving the night before.
- Get a good night's rest the night before.
- Eat a well-balanced meal prior to reporting to the exam site. Avoid excessive stimulants such as caffeine.
- Read and follow the instructions carefully. Ask the Proctor for clarification if you are not sure about the instructions. Remember, the Proctors will not answer questions related to exam content.
- Pace yourself by periodically checking your progress. This will allow you to make any adjustments in time. Remember, only the questions you answer correctly are scored.
- There are no penalties for answering a question incorrectly, so answer as many questions as you can. If you are unsure of a response, eliminate as many options as possible, and choose an option from those that remain.
- You may go back to review any items at any time.
- Pay attention to reminders of the time you have left to finish the exam.

IV. Policies and Procedures

The following policies of the Independent Certification Committee are those that guide the awarding of the CRMP certification, the rights and duties of candidates and designees, due process, and the development and administration of a credible certification examination and program. These policies guide the decisions associated with the certification.

The information provided in the Candidate Handbook contains abbreviations of several policies related to the CRMP certification. The policies you need to be aware of are included below. Please read these policies in their entirety, as several policies become applicable after you earn the certification. Several of the policies related to the application process will assist you in completing the application correctly.

Note: in submitting your application, you will acknowledge that you have read and agree to comply with the policies.

Passing the NRMLA Certification Examination

The purpose of the NRMLA certification is to establish standards of knowledge and competence in the field of reverse mortgage lending, and to assure the ethical practices of the Certified Reverse Mortgage Professional (CRMP).

Only candidates who are successful in passing the written examination for the certification, meet all criteria for certification, and remain in good standing are considered certified.

Awarding Certification

Certification is awarded for a period of three years. Individuals who are successful on the CRMP certification examination who wish to be issued a Certificate and use the CRMP Designation must sign and return the CRMP Code of Ethics and pay the applicable certification fee in order to be Certified. Passing the examination does not assure awarding certification.

The candidate must first pass a background check. Copies of the signed Code and a record of payment of the certification fee are maintained in a secure cabinet in an individual file folder in a secure location. The Independent Certification Committee has the sole responsibility for making all certification decisions.

In circumstances in which certification is denied, suspended or revoked, an appeal of the decision may be filed with the Appeals Committee in accordance with the appeals process.

Submitting the Application for the CRMP Examination

Applications for the CRMP certification may be submitted by email, fax, mail or courier. If the application is submitted by email or fax, a hard copy version must be sent to NRMLA by mail or courier service. Payment in the form of a check or credit card must accompany the application. Applications must be signed in order to be accepted and processed.

All data captured is stored in a secure manner in the certification data base with access restricted to authorized certification personnel. All hard copy applications are stored in a secure cabinet in a secure location.

Rejecting Applications for the CRMP Examination

Applications that are incomplete, do not meet the eligibility requirements and are not accompanied by the correct payment of fee, will be rejected. Certification staff must notify all candidates of rejection within fifteen business days of receipt of the application. The certification staff will email or mail the candidate notifying the candidate of why the application has been rejected. A record of the rejected or incomplete application shall be maintained by the Certification Office for a period of one year.

Eligibility Criteria

In order to be considered eligible to take the CRMP certification examination, candidates must demonstrate that they meet current eligibility requirements. The eligibility requirements shall be made available in all public documents.

Denial of Eligibility

Any candidate who does not meet the eligibility requirements must be notified that their certification application has been denied within 15 days of review. The reasons for the denial shall be indicated.

Appeal of Denial of Eligibility

Candidates who are denied eligibility may request reconsideration of the decision of denial by making an Appeal.

Requests for an appeal must be made no later than 30 days after the candidate is denied. Within 60 days of the receipt of the written appeal, the Appeals Subcommittee must conclude its deliberations. All decisions of the Appeals Committee are final.

Development of the CRMP Examination

The purpose of the CRMP certification examination is to establish standards of knowledge and competence in the field of reverse mortgage lending, and to assure the ethical practices of the Certified Reverse Mortgage Professional (CRMP). The CRMP certification examination is designed to measure the knowledge and competence of reverse mortgage lenders. The blueprint of the written examination shall be derived from accepted industry psychometric standards in examination development.

In its development and maintenance of the CRMP certification examination, the Certification Committee shall work with experts in test development and measurement to ensure the development and administration of valid and legally defensible examinations. The CRMP certification shall be validated through a job task analysis at an approximately five year interval, or as circumstances may warrant. Performance statistics shall be conducted at regular intervals and in an ongoing manner to ensure the consistent administration of fair, valid and reliable examinations is occurring.

Examination Administration

The administration of the CRMP certification examination shall follow accepted industry standards in order to ensure fair and consistent administrations. The Certification Committee may contract the administration of the examination to a testing vendor.

Registering for the CRMP Examination

To register for the examination, candidates must first be authorized by the NRMLA certification staff. Candidates are required to follow all registration requirements.

Authorization to Test

Only candidates who are authorized to test may take the CRMP certification. In order to be authorized, the application for the certification examination must be approved for eligibility. Upon approval, an eligibility acceptance letter is emailed to candidates within 15 business days. The letter will contain proof of acceptance, a unique candidate ID number, contact information to schedule the testing appointment, and additional information regarding the examination such as candidate identification requirements.

Candidate Identification

Candidates must check in using one form of government-issued photo ID with signature (driver's license, government-issued photo ID or passport). The name on the ID must match exactly the name submitted on the application.

Granting Requests for Extensions

In certain limited circumstances, candidates may be provided extensions to examination scheduling deadlines.

Such requests must be made in writing to the Director of Certification who shall consider such requests on a case by case basis and on the merits of the request. Reasons to request extensions are published in the Candidate Handbook.

Test Administration Monitoring

The administration of the examination shall be monitored for quality assurance purposes.

Cheating

The Certification Committee maintains strict policies to safeguard the security of the examination. Any individual who removes, or attempts to remove, examination materials from the testing site, including memorizing examination questions, is subject to prosecution in addition to sanctions by the Certification Committee. These sanctions may include removal of certification and restrictions on future access to the certification examination.

Language of the Examination

The CRMP certification examination is given in English. The use of translations aids during the examination is not permitted.

Passing the Written Examination

Only candidates who are successful on the written examination are eligible to be awarded CRMP certification status.

Failing the Examination

Candidates who fail the CRMP certification examination may retake the examination two additional times with a six month waiting period between attempts. Candidates must pay appropriate retake fees (\$195 each time), and must continue to meet the eligibility criteria.

Candidates who do not pass the examination after three attempts must wait a period of one year before testing again, and must apply as a new candidate, pay all required fees, meet the current eligibility requirements, and complete course work recommended by NRMLA.

Any candidate can appeal their test score. Requests for an appeal must be made no later than 30 days after the test date. Within 60 days of the receipt of the written appeal, the Appeals Committee must conclude its deliberations.

Comments on the Exam

Candidates who wish to comment on an examination question may do so at the end of the exam by completing the Candidate Comment Form. The Candidate Comment Form must be submitted to the Test Administrator. The candidate may also submit comments to NRMLA within 5 calendar days of taking the exam. Comments should be address to the Certification Department within NRMLA.

Invalidating Scores

The Independent Certification Committee is concerned with reporting only valid scores.

On rare occasions, circumstances may invalidate exam scores.

The Certification Committee reserves the right to cancel or withhold exam scores if there is any reason to question their validity. The Certification Committee may cancel or invalidate exam results if, upon investigation, violations of Certification Committee policies have been committed.

Doubts may be raised about the validity of candidates' scores because of suspected misconduct; in such circumstances, candidates shall cooperate in the investigation of their scores. Such candidates will be notified of procedures to ensure fair treatment. Some scores may be rendered invalid due to circumstances beyond candidates' control, such as faulty exam materials or mistiming. In this event, retesting will be arranged.

Issuing Certificates

Certificates are issued by the certification staff to individuals who pass the certification examination, agree to abide by and uphold the Code of Ethics, and pay the applicable certification fee. Certificates are issued within thirty days of receipt the signed Code of Ethics and fee.

Special Accommodations

The Independent Certification Committee complies with the Americans with Disabilities Act (ADA) and will ensure no individual is deprived of the opportunity to take the certification examination solely by reason of a disability as defined under the ADA. The form to request accommodations is included with the Application for the CRMP Examination, which can be downloaded from NRMLAonline.org.

Appeal of Denial of Request for Special Accommodations

Candidates who are denied their request for Special Accommodations may file an appeal with the Appeals Committee in accordance with the policies of the Certification Committee. The decision of the Appeals Committee is final.

Enforcement of the Code of Ethics

The Certification Committee shall establish and enforce a Code of Ethics applicable to all certified individuals. Designees must agree to uphold and abide by the Code of Ethics as a condition of earning and maintaining CRMP certification, using the designation and being awarded a Certificate.

Filing a Complaint

Any individual may file a complaint against a certified reverse mortgage professional. Only complaints that follow the published procedures of the Certification Committee will be considered.

Disciplinary Procedures

In prosecuting its mission of establishing a credible certification program which ensures high standards of ethical and professional practice in the reverse mortgage lenders industry, the Certification Committee shall establish and implement a Code of Ethics. The Certification Committee requires its designees to remain in good standing with the organization by complying with the tenets of the Code. As such, the Certification Committee reserves the right to sanction designees found to be in violation of the Code of Ethics, following the investigation of such complaints in accordance with its published procedures. The Certification Committee shall make available upon request and shall publish in the Certification Directory all decisions resulting in sanctions which shall include the name, certification, code violated and sanction imposed.

Due Process

The Certification Committee respects and upholds the right of its designees to due process in circumstances in which a negative or adverse decision is made on the standing and status of the designee. Due process shall apply in instances affecting an individual's ability to earn and maintain CRMP certification status.

Other Recertification Requirements

Other recertification requirements for the CRMP credential include remaining actively employed in the reverse mortgage industry, remaining current with changes in regulations and laws, and completing the requirements for continued competence during the three year certification cycle. Designees must agree to continue to abide by and uphold the Code of Ethics and the policies of the Certification Committee, which includes continued appropriate and authorized use of the certificate, logo, and marks. Designees must pay the current recertification fee.

Recertification requirements are based upon the philosophy of continued competence, and as such, designees must meet the recertification requirements as determined and defined by the Certification Committee.

Issuing Certificates

A certificate with the dates of renewal are issued to designees upon successful completion of all recertification requirements.

Certificates

The initial certificate is issued to designees with payment of the Certification Fee. Designees requesting a duplicate certificate, or who request a new certificate due to name change, will be charged an administrative fee of \$25.

Refunds

Refunds are granted only for accepted circumstances for emergency cancellations or withdrawals from the examination process. Refunds are granted at the discretion of the Certification Office. Refunds are not granted to candidates who forfeit or fail the examination.

Rescheduling an Examination

A candidate who is unable to sit for a scheduled exam must contact Pearson VUE no later than 24 hours before the scheduled start of the exam to cancel his or her appointment. The candidate can then reschedule when convenient, with no less than 24 hours' notice.

Emergency Cancellations or Withdrawals

The Certification Committee publishes the circumstances which are considered grounds for an emergency cancellation or withdrawal of an examination. These circumstances include: 1) Candidate illness; 2) Family death; 3) Jury duty; 4) Military duty; or 5) State of emergency.

Candidates who experience an acceptable emergency situation must request cancellation or withdrawal from the examination in writing and include supporting documentation of the circumstances. Acceptable grounds for emergency cancellations or withdrawals are included in the Candidate Handbook and on the Website

Confidentiality

Information regarding the status of a candidate will only be discussed with that person or their legal representative.

The certification staff may release information regarding a candidate's performance on the certification examination to an employer or entity only with written permission from the candidate.

The certification staff shall release upon request the name and certification status of designees who have successfully completed the CRMP certification examination.

Position on Training and Education

The Independent Certification Committee does not require candidates for the CRMP certification to take prescribed training or education programs from any company or organization.

The Independent Certification Committee does not recommend or endorse any training or education programs as preparation for the certification examination, nor does it accredit or endorse any source of education as a guarantee of success on the CRMP certification examination.

Auditing Applications

The certification staff is required to audit 5% of all applications for the CRMP certification examination and for recertification.

Authorized and Appropriate use of the CRMP designation

The Certification Committee encourages the authorized use of the logo and marks. Designees who wish to use the CRMP designation may do so in the following manner:

John Doe, CRMP
John Doe, Certified Reverse Mortgage Professional

Designees are permitted to use the CRMP designation in the above manner, on business cards, letterhead, within written guidelines. Authorized use requirements of the CRMP designations shall be sent to newly certified individuals with the certificate. Inactive designees may not use the designation after their name and must return their certificate until they become active.

NONDISCLOSURE AGREEMENT AND GENERAL TERMS OF USE FOR EXAMS DEVELOPED FOR THE CRMP PROGRAM

This exam is confidential and is protected by trade secrets law. It is made available to you, the examinee, solely for the purpose of becoming certified as a reverse mortgage professional. You understand, acknowledge, and agree

- that the questions and answers of the exam are the exclusive and confidential property of NRMLA, are protected by copyright, and are protected by NRMLA's intellectual property rights;
- not to disclose the exam questions or answers or discuss any of the content of the exam materials with any person without prior written approval of NRMLA;
- not to remove from the examination room any exam material of any kind provided to you or any other material related to the exam, including, without limitation, any notes or calculations;
- not to copy or attempt to make copies (written, photographic, or otherwise) of any exam material, including, without limitation, any exam questions or answers;
- not to sell, license, distribute, give away, or obtain from any source other than NRMLA the exam materials, questions, or answers;
- that your obligations under this agreement shall continue to be in effect after the examination and, if applicable, after termination of your certification, regardless of the reason or reasons for termination, and whether such termination is voluntary or involuntary.

Click the **YES** button to symbolize your signature and to accept these terms.

Select the **NO** button if you do not accept these terms. If you decline the agreement, you will not be permitted to take the examination, and you will forfeit your examination fee.

NRMLA CRMP Updated Examination Blueprint
Appendix 1

Duties and Tasks		Number of Items	Finalized Weighting
A Assessing Clients' Motivation (wants, needs, etc.)		24	20.00%
1	Assess Client Initial Eligibility	2	1.67%
2	Prequalify Client and Property	8	6.67%
3	Obtain Client Goals	3	2.50%
4	Assess Client Financial Situation	4	3.33%
5	Match Client Needs to Appropriate Products	4	3.33%
6	Recognize Client Impairment	2	1.67%
7	Understand HUD Guidelines Pertaining to Cross-Selling Financial Products	1	0.83%
B Educating Seniors, Families, and Trusted Advisors		24	20.00%
1	Explain Reverse Mortgage to Seniors, Families, and Trusted Advisors	15	12.50%
2	Explain POAs, Trusts, Conservatorship, Vesting, and NBS	1	0.83%
3	Describe Reverse Mortgage Costs and Credits	3	2.50%
4	Develop Educational Materials	1	0.83%
5	Explain Ongoing Borrower Obligations	4	3.33%
C Setting Expectations		24	20.00%
1	Describe Counseling Process	6	5.00%
2	Describe Appraisal Process	3	2.50%
3	Describe Required Repair Process	3	2.50%
4	Describe Application and Documentation Process	4	3.33%
5	Describe Closing Process	4	3.33%
6	Describe Servicing Process	4	3.33%
D Originating Loans		12	10.00%
1	Find Qualified Borrower	1	0.83%
2	Initiate Counseling	2	1.67%
3	Take an Application	3	2.50%
4	Assess Property Condition	2	1.67%
5	Document and Review Assets	4	3.33%
E Processing Loans		23	19.17%
1	Review Application Package for Completeness	3	2.50%
2	Sequence of Ordering Services (appraisal, title, in-file credit, etc.)	2	1.67%
3	Review Completed Services	2	1.67%
4	Verify Initial Client Eligibility	1	0.83%
5	Review Property Appraisals	3	2.50%
6	Confirm Insurance Requirements	2	1.67%
7	Submit Application to Underwriter	1	0.83%
8	Determine Client Eligibility	2	1.67%
9	Compliant Redisclosures	3	2.50%
10	Satisfy Outstanding Conditions	1	0.83%
11	Coordinate Reverse Mortgage Loan Closing	1	0.83%
12	Review Closing Documents	1	0.83%
13	Validate Funds for Closing	1	0.83%

NRMLA CRMP Updated Examination Blueprint

Duties and Tasks		Number of Items	Finalized Weighting
F	Closing, Funding, and Post-Closing Activities	2	1.67%
1	Close and Fund Loans	2	1.67%
G	Servicing Loans	5	4.17%
1	Prepare Consumer for Setup Activities	1	0.83%
2	Prepare Consumer for General Service Activities	4	3.33%
H	Managing Reverse Mortgage Business Operations	6	5.00%
1	Generate Leads	3	2.50%
2	Engage in Ethical Marketing and Advertising Practices	3	2.50%
		120	100.00%



**NRMLA Independent Certification Committee
Code of Ethics for Certified Individuals
Complaints and Disciplinary Procedures**

Appendix 2

Preamble and Applicability

The Code of Ethics of the NRMLA Independent Certification Committee requires certificants to uphold the rules and requirements of Certified Reverse Mortgage Professionals that allow for the proper discharge of their responsibilities to those served, protect the integrity of the credential and safeguard the public's trust. Agreement to uphold and abide by the Code of Ethics is a requirement for earning and maintaining certification. Implicit in this agreement is an obligation not only to comply with the mandates and requirements of all applicable laws and regulations, but to act in an ethical manner in all professional services and activities. Certificants who fail to comply with the Code of Ethics are subject to disciplinary procedures which may result in sanctions. The Code of Ethics are not set forth to determine behaviors resulting in criminal or civil liability, nor are they intended to resolve matters of market competition.

Compliance

The NRMLA Independent Certification Committee requires adherence to the Code of Ethics by all certified individuals. Any individual may file a complaint against a certified individual and complaints shall be fully investigated and adjudicated by the Ethics and Discipline Committee of the Independent Certification Committee. The primary objective of the Ethics and Discipline Committee ("Committee") is to enforce the Code of Ethics in accordance with its policies and procedures. Responsibilities of the Committee include review of all complaints filed against certificants; conduct of investigations; disposition of complaints; and recommendation of sanctions if warranted. All complaints must allege a violation of the Code of Ethics and shall be investigated according to the rules and procedures of the Committee which allow for due process.

Code of Ethics

Certified Reverse Mortgage Professionals shall adhere to Federal and state laws at all times.

Certified Reverse Mortgage Professionals shall protect the confidentiality of client interactions and documents and shall not disclose personal financial information to any third party without prior written permission from the client, unless in response to exceptions under applicable law. Transactions shall remain confidential including after the professional relationship has ended.

Certified Reverse Mortgage Professionals shall disclose to clients any third party with a financial interest in the reverse mortgage transaction.

Certified Reverse Mortgage Professionals shall avoid compromise of professional judgment by conflicts of interest. Certified individuals shall disclose to the client all material information relevant to the professional relationship including conflict(s) of interest, business affiliation(s), compensation structure as required by law, and relationships with third parties.

Certified Reverse Mortgage Professionals shall accurately represent their professional qualifications and shall only advise clients and provide services for which he/she is qualified.

Certified Reverse Mortgage Professionals shall inform clients of all reverse mortgage programs for which he or she qualifies and shall assist the client in determining the program most suited to his or her needs.

Certified Reverse Mortgage Professionals shall disclose the risks of transactions, conflicts(s) of interest and other relevant information necessary to make the transaction fair to the client.

Certified Reverse Mortgage Professionals shall not intentionally mislead the client as to the interest rate or closing costs associated with the recommended mortgage transaction and shall avoid misrepresentation or concealment of pertinent facts relating to the transaction, closing costs, fees, loan amount, loan program or interest rates.

Certified Reverse Mortgage Professionals shall derive compensation that is fair, reasonable and clearly disclosed. At the request of the client, the certified individual shall detail the compensation information related to the reverse mortgage transaction.

Certified Reverse Mortgage Professionals shall not engage in conduct involving dishonesty, fraud, deceit or misrepresentation, or knowingly make false or misleading statements to a client, employer, employee, professional colleague, government or other regulatory body or official, or any other person or entity.

Certified Reverse Mortgage Professionals shall act in a manner free of bias with regard to race, religion, ethnicity, gender, age, financial status, national origin or disability.

Certified Reverse Mortgage Professionals shall interact with clients in a manner that reflects positively on the reputation of the industry and the integrity of the credential.

Certified Reverse Mortgage Professionals shall demonstrate their commitment to maintaining the competency requirements of the credential through continued experience and education.

Certified Reverse Mortgage Professionals shall not bring or threaten to bring a disciplinary proceeding under this Code of Ethics, or make or threaten to make use of this Code of Ethics for not substantial purpose other than to harass, maliciously injure, embarrass and/or unfairly burden a certified individual.

Certified Reverse Mortgage Professionals shall acknowledge the certificate, logo and marks are the property of the NRMLA Independent Certification Committee and agree to return the certificate upon request to the Committee.

Certified Reverse Mortgage Professionals shall agree to use the logo, marks and other property of the NRMLA Independent Certification Committee in the manner authorized by the Committee.

Certified Reverse Mortgage Professionals shall agree to uphold and abide by the policies and procedures of the Independent Certification Committee, and shall cooperate in the conduct of all investigations relating to violations of this Code of Ethics.

Applicant Signature

Applicant Signature (Print)

Date: