



The Certified Reverse Mortgage Professional (CRMP) is the highest designation from the National Reverse Mortgage Lenders Association. Individuals who earn the CRMP have demonstrated their knowledge and competency in the area of reverse mortgage lending and a dedication to upholding the highest standards of ethical and professional behavior.

While any properly licensed or registered mortgage loan originator can legally originate a reverse mortgage, a CRMP must have three years of reverse mortgage experience (or 50 originated and closed loans) and must pass a comprehensive exam and background check before they can earn the certification.

An Independent Certification Committee (ICC) was formed by the Board of Directors of the National Reverse Mortgage Lenders Association to provide independent oversight of the development and administration of the CRMP designation. The ICC ensures that the credential, and those who have earned it, continually meet high standards of ethical and professional practice for the reverse mortgage industry.

Question #9: What ongoing requirements do I have if I earn the CRMP?

Because the reverse mortgage industry continually evolves, individuals who earn the CRMP are held to a higher educational standard. CRMPs must submit eight (8) hours of approved continuing education credits annually. And every three years, CRMPs must retake the ethics course and submit to a new background check.

Question #10: Am I allowed to submit the 8 Hour SAFE course for CE credit once I become a CRMP?

The only 8 Hour SAFE course approved for ongoing continuing education credits is the version created by NRMLA's Education Committee and taught through Loan Officer School. The advantage to taking NRMLA's 8 Hour SAFE course is that you can earn all eight credits toward renewing your CRMP designation and your federal NMLS license. Completing this course also fulfills the completion of the mandatory ethics course for CRMP candidates and designees.

Question #11: Is there a logo I can use?

Yes. Once you earn the designation, a copy of the CRMP logo will be emailed to you by NRMLA staff. You can 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.

Question #12: Does NRMLA provide any marketing materials that CRMPs can give to prospective clients?

To help prospective reverse mortgage borrowers and other professionals better understand the value of working with a Certified Reverse Mortgage Professional, NRMLA created "The Value of Working with a Certified Reverse Mortgage Professional" tri-fold brochure, and the "Why Choose a Certified Reverse Mortgage Professional?" two-sided "rack card."

Both marketing pieces are customizable and high-light a designee's level of work experience; commitment to ongoing education; integrity and reliability; quality of service; and commitment to client satisfaction.

All CRMPs are listed on a special page of Reverse Mortgage.org, NRMLA's consumer site.



You Can Become a Certified Reverse Mortgage Professional

(includes Frequently Asked Questions)



Eligibility Requirements

To be eligible for the designation, candidates must:

- Have originated reverse mortgages for a minimum of three (3) years or personally originated and closed 50 or more reverse mortgages. Non-originators must have worked in the reverse mortgage business for a minimum of three (3) years in underwriting, processing, operations, training, title and closing services, appraising, counseling, wholesale sales, or loan servicing;
- Earn 12 credits of continuing education (CE). Credits can be earned at NRMLA conferences or by completing online courses that have been reviewed and approved by the ICC;
- Submit a letter of recommendation written and signed by a senior manager or industry colleague who can attest to their qualifications as a CRMP candidate;
- Complete two hours of ethics training;
- Complete a course on preventing, detecting and reporting elder abuse;
- Possess a current mortgage loan originator license (if applicable);
- Complete a background check. NMLS background checks are not accepted. The Independent Certification Committee has developed its own search criteria; and
- Electronically submit a signed Consent Statement attesting that they will follow the CRMP Code of Ethics (part of the online application).

Frequently Asked Questions

NRMLA has compiled a list of commonly asked questions submitted by candidates. If you have a question that is not listed, please email Darryl Hicks, VP, Communications, at dhicks@nrmla.com, or consult the CRMP Candidate Handbook.

Question #1: Why should I get the CRMP?

When operating in a highly competitive industry, one of the most effective ways to set yourself apart from your competitors is to obtain the CRMP designation. When a borrower sits across the kitchen table from a CRMP, it provides an extra level of confidence, knowing that they are dealing with a professional who is knowledgeable and who commits to the highest ethical standards and to the placement of the client's needs above any personal gain, recognition or achievement.

Question #2: How do I get started?

If you meet the requirement for experience in the reverse mortgage industry, then your next step is to complete the necessary CE credits:

- Complete 10 CE from the approved online course list that can be downloaded from the CRMP section of NRMLAonline.org;
- Complete the CRMP Ethics course, which is worth 2 CE and can be accessed through the on-demand learning platform. A \$25 registration fee will be charged. You will need to login to NRMLAonline.org to complete the course. If you don't know your username and password, please email Darryl Hicks, at dhicks@nrmla.com.

Question #3: What happens when I have completed my CE credits and the ethics workshop?

Once your CE credits have been documented in your customer record, you will receive a series of emails detailing next steps.

Your initial step will be to submit your application, application fee and letter of recommendation. Once these steps are completed, you'll receive a new email with instructions for scheduling your exam appointment.

Question #4: Can I earn credits from completing other state or federal NMLS courses I've taken?

State-specific NMLS courses are not acceptable. However, candidates can submit their most recent federal 8 Hour SAFE course completion certificate for three of the 12 pre-application credits.

Question #5: Where do I take the exam?

The CRMP exam is offered through Pearson VUE, which operates over 2,000 remote testing centers across the country. Details on how to schedule an exam time will be provided in the Authorization to Test email.

Question #6: How do I prepare for the exam?

NRMLA has created an exam preparation guide that can be downloaded from the CRMP page at NRMLAonline.org.

Question #7: What much does it cost to earn and maintain the CRMP?

There is a \$250 non-refundable application fee. If your application is approved, you will be provided instructions for taking the exam. If you pass the exam, the next step is to submit to an online background check, which costs \$49.95 (although some states may charge more).

If you pass the background check, the final step before we approve your CRMP status is to pay a \$195 certification fee. The certification fee is paid annually for as long as you maintain your CRMP status and must be submitted on or before the anniversary date that you earned the CRMP designation (which also appears on your CRMP certificate).

In addition to these charges, there may be other costs you may incur traveling to NRMLA events to obtain credits.

Question #8: What happens if I fail the exam?

Candidates who fail the exam the first time must wait two months before they can retake it. If they fail a second time, they must wait six months. Prior to retaking the exam, candidates must pay a \$195 reexamination fee. If the candidate fails three times, they must wait one year before they are eligible to retake it again. A reexamination fee (\$195) is also charged if you fail to show up for the exam at the arranged time or don't follow proper procedures to cancel and reschedule the exam.

Trademarks and Copyrights

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