



THE REALTOR®

Code of Ethics

A GUIDE TO THE HIGHEST LEVEL OF REALTOR® PROFESSIONALISM





Realtor® is a trademark of the National Association of Realtors®.

Who is considered a Realtor®?

A common misconception is that real estate agents and Realtors® are interchangeable terms.

They are not.

The term **Realtor®** is a trademark and applies only to a real estate licensee that has joined the National Association of Realtors® and abides by the **Realtor® Code of Ethics**.



All Realtors® pledge to abide by NAR's Code of Ethics.

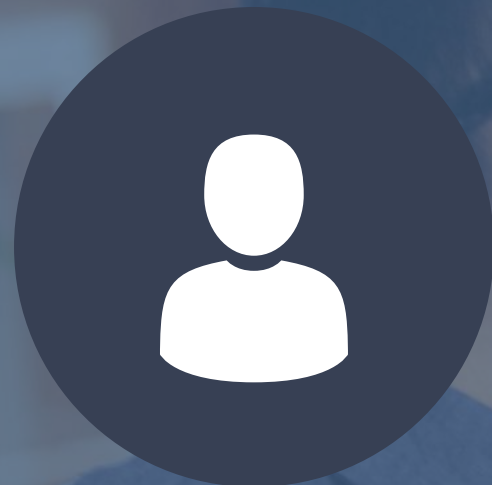
The difference is in the Code

What sets Realtors® apart from real estate agents who are not Realtors®?

- ✓ Realtors® understand the importance of "belonging." They are members of the National Association of Realtors®.
- ✓ Realtors® are required to adhere to the Realtor® Code of Ethics.

The Realtor® Code of Ethics provides standards for conduct with clients and customers, the public, and other Realtors®.

The Standard of Conduct applies in all Realtor® dealings



Clients & Customers

Realtors® must protect their client's best interests and also treat all parties involved in a transaction with honesty.



The Public

Realtors® must meet professional competency standards and stand against discriminatory housing practices.



Other Realtors®

Realtors® must refrain from making false or reckless statements about their fellow professionals.



Realtors® "pledge to observe [the codes'] spirit in all of their activities whether conducted personally, through associates or others, or via technological means and to conduct their business in accordance with the tenets."

– From the Preamble to the Code of Ethics

Violation of the Code

The National Association of Realtors® has disciplinary power and procedures to address violations of its Code of Ethics. Disciplinary action is addressed at a local association level first. When a consumer or a peer files a grievance, it is handled through a well-defined mediation or arbitration process.





1

Observation of Experience

Someone sees or experiences conduct by a Realtor® they believe violates the NAR Code of Ethics.



2

Filing of Complaint

That person files an ethics complaint at the alleged violator's local association of Realtors® that includes a description of the conduct, and which Article of the Code of Ethics the complainant believes has been violated.



3

Review & Evaluation

The complaint is reviewed by the association's Grievance Committee and evaluated against eight criteria to determine whether to forward the complaint for a full hearing.



4

Hearing

If the complaint is forwarded by the Grievance Committee, a hearing is held and all parties have the right to be represented by counsel, call witnesses, introduce testimony, and challenge the selection of panelists at the hearing.



5

Determination & Action

After a full due process hearing, the panel determines whether there has been a violation of the Code of Ethics and the appropriate disciplinary action. Appeals can be filed.



Realtors® complete Code of Ethics training every three years.

Code of Ethics Training

The business of real estate is constantly evolving, but the Realtor® Code of Ethics continues to serve as a steadfast reminder of the duties Realtors® have to clients, customers, peers and the public.

The Code is reviewed and updated as needed to reflect the evolution of the industry and consumer needs.

Realtors® are required to **complete Code of Ethics training every three years** to stay up-to-date on changes made to the Code.



THE REALTOR®

Code of Ethics

A GUIDE TO THE HIGHEST LEVEL OF REALTOR® PROFESSIONALISM

