



# **Recertification Handbook**

## **Certified Reverse Mortgage Professional – Loan Originator**

Approved 12/21/09; Last Revised January 9, 2024

Certified Reverse Mortgage Professional—Loan Originator

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## **Introduction**

The purpose of the Certified Reverse Mortgage Professional (CRMP) designation 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 applicants who are successful at passing the written examination, meet all criteria for certification, and remain in good standing are considered certified and authorized to use the CRMP designation.

The Recertification Program was developed to ensure that CRMPs remain competent and ethical in the field of reverse mortgage lending and encourages designees to continuously enhance their knowledge and abilities. The requirements for recertification, and the means by which CRMPs demonstrate compliance with the recertification requirements, are based on the Independent Certification Committee's philosophy of continued competence through Recertification.

## **Philosophy of Recertification**

1. Recertification is defined as a process to ensure that designees maintain continued competence in the field of reverse mortgage lending.
2. Upholding high standards of ethical and legal practice is a primary tenet of the certification program and therefore a requirement of recertification.
3. Maintaining competence is demonstrated through qualifying activities including formal and continuing education that is completed on an annual basis throughout the recertification cycle.
4. CRMPs are responsible for conducting an ongoing assessment of their continued competence in the field of reverse mortgage lending and measuring their own knowledge and skill level against the requirements for certification.

### **Note to designees:**

Read this recertification document in its entirety and keep this handbook for later reference.

## **Submitting Continuing Education Credits**

Due to the frequent changes in the field of reverse mortgage lending rooted both in lending practices and regulatory requirements, individuals who earn the CRMP are held to a higher educational standard.

After an individual earns the CRMP designation, he or she must submit eight (8) CE credits annually. Credits must be submitted in conjunction with the anniversary date that the designation was earned. For example, if an individual becomes a CRMP on June 14, 2021, he or she must submit 8 CE by July 1, 2022. Designees can find their anniversary date by logging into [NRMLAonline.org](http://NRMLAonline.org), accessing the customer portal and looking for the CRMP Certification section.

CRMPs are responsible for tracking the credits that they earn and submitting them to NRMLA. There are also specific courses designees must complete:

- Two (2) CE credits related to regulatory requirements and updates on an annual basis;

- Two (2) hours of ethics training every three years. Most people meet this requirement by retaking the CRMP Ethics Workshop in their third year; and
- One (1) hour of continuing education coursework related to the detection, prevention and reporting of elder abuse within three years of becoming a CRMP. Consult the list of approved online courses on the CRMP web page on NRMLAOnline.org for more information.

NOTE: These course requirements can be met by attending NRMLA conferences or completing courses approved by the Independent Certification Committee. You must wait three years before retaking the same course, unless you can submit evidence that the curriculum has changed.

### **Basic Courses Vs. Advanced Courses**

Courses approved by the Independent Certification Committee are classified by level of difficulty: Basic versus Advanced.

The ICC believes that someone who has attained CRMP status should not receive credit for completing courses that cover basic-level information that they should already know. The whole reason for becoming a CRMP is to encourage people to expand their knowledge of reverse mortgages and other aging topics that contribute to personal growth.

Candidates pursuing the CRMP can receive credit for completing Basic or Advanced-level courses. However, once a Candidate earns the CRMP designation, he or she will be restricted to Advanced-level courses only for meeting ongoing CE requirements.

A list of courses can be downloaded from NRMLAonline.org that differentiates Basic from Advanced.

### **Submitting Non-Reverse Mortgage Courses for Credit**

Candidates and designees may earn a maximum of two (2) continuing education credits annually for completing courses that do not relate directly to reverse mortgages but nonetheless contribute to their personal growth. Acceptable course topics include, but are not limited to:

- Myths and stereotypes of aging, society's view of aging, and skills and best practices for communicating with older adults;
- Physical and cognitive changes of aging;
- Housing options and supportive services that promote healthy aging;
- Financial planning for retirement;
- Federal and state programs for retirement and health care; and
- Essential ethics for working with older adults.

Before credits can be awarded, the Independent Certification Committee must first review the course and determine whether the content was beneficial.

The following course information must be submitted:

- 1) Course name, provider organization, instructor name and bio.
- 2) Submit statement of relevancy that explains why the course is worthy of being approved for continuing education credits.
- 3) Verify number of credits being sought and provide a statement certifying the course length meets minimum requirements. To be eligible for one credit, presentations and audience Q&A must last for a minimum of 50 minutes, or 25 minutes to receive half a credit.
- 4) Confirm whether the course was taught online or face-to-face.
- 5) Provide a course outline with key learning objectives.
- 6) If the course was taught online, provide a link to the audio recording. If that's not possible, then a copy of the power point presentation will suffice.
- 7) List the assigned reading and other course documents (if applicable)
- 8) Submit certificate of completion.

All course information must be submitted to Darryl Hicks, at [dhicks@dworbell.com](mailto:dhicks@dworbell.com).

### **Loss of CRMP Status**

A CRMP's status can be revoked for any of the following reasons:

- Failure to pay the annual certification fee. If a designee does not pay the recertification fee by the due date on the invoice, they may apply for a 90-day grace period, during which the individual may submit payment. If payment has not been received after the grace period ends, then CRMP status will be revoked;
- Failure to submit 8 continuing education credits annually;
- Failure to submit a new background check every three years. NRMLA will notify a CRMP when it's time to pay for a new background check and the due date;
- Failure to complete the CRMP Ethics Workshop every three years. NRMLA will notify a CRMP when it's time to complete the course and the due date;
- Violating the CRMP Code of Ethics;
- Failure to notify NRMLA within 30 calendar days of a felony or misdemeanor conviction, speeding- or red light running-related infraction, or bankruptcy; or
- Failing the CRMP background check.

### **Failing the CRMP Background Check**

NRMLA can deny an individual's CRMP application or revoke an individual's CRMP status for failing the CRMP background check.

The CRMP background check looks back seven (7) years and covers the following four (4) main areas:

1. Personal Identification
2. Criminal and Civil Records
3. Driving Record
4. Credit History

### **Personal Identification**

Involves verification of:

- Social Security number;
- Work history; and
- Educational history.

Any discrepancy may result in an automatic denial/revocation.

### **Criminal and Civil Records (Federal and State)**

Any felony or misdemeanor conviction is grounds for the ICC to deny a CRMP application or revoke a person's CRMP status.

### **Driving Record**

- Red Light running (more than one)-ICC review
- Speeding (more than three violations)—Automatic denial/revocation

### **Credit History**

- First bankruptcy- ICC review
- Second bankruptcy- ICC review
- Third bankruptcy or any subsequent bankruptcy- Automatic denial/revocation

The ICC will notify an individual of its decision within 15 business days from the date the investigation is concluded. An individual has the right to appeal any decision made by the ICC to deny an application or revoke a person's CRMP status.

Individuals who choose to appeal will remain in a suspended CRMP status until the appeals process, if an individual has appealed such a decision, has been completed and a judgment rendered. While under suspension, the individual must not use the CRMP designation.

### **Background Check Appeals Process**

An individual has the right to appeal the results of a background check to the Independent Certification Committee. An individual can submit supporting documentation to NRMLA staff that helps prove the person's claim of innocence or a narrative that summarizes the circumstances of their case and provides an argument for why their application should not be denied or their CRMP status revoked. The information will be anonymized and shared with the ICC.

Requests for an appeal must be made no later than 30 days after the ICC has rendered its decision. Within 60 days of the receipt of the written appeal, the ICC must conclude its deliberations. All decisions of the ICC are final.

The ICC will notify the individual of its decision within 15 business days from the date that the decision was rendered.

## **Notification and Acknowledgement Requirements**

All CRMPs must notify NRMLA staff within 30 calendar days of any felony or misdemeanor conviction, speeding- or red light running-related infraction, or bankruptcy.

Details of the reported event must be shared with NRMLA staff and, if warranted, with the ICC. NRMLA will notify the individual of any decision to deny or revoke the person's CRMP status, or to not take further action, within 15 business days of rendering its decision.

When renewing their CRMP status, individuals must acknowledge on the Code of Ethics renewal form that since the date of their last CRMP background check, they have not had any felony or misdemeanor conviction, speeding- or red light running-related infraction, or bankruptcy.

## **Reinstatement of CRMP Status**

An individual whose CRMP status has been revoked for any of the aforementioned reasons outlined in Sections D, E or G can apply for reinstatement unless otherwise noted in the individual's CRMP application/CRMP status denial or revocation letter.

If the length of time since the CRMP status was revoked has been 90 days or less, an individual can seek reinstatement by completing the required tasks for which the CRMP status was revoked.

If an individual's CRMP status has been revoked for more than 90 days and the individual seeks reinstatement, they must repeat the application process. This includes earning 12 CE credits (including the mandatory ethics workshop), successfully passing the CRMP exam, undergoing a background check and paying the annual certification fee.

## **Recertification Application**

Designees will receive an invoice from NRMLA 60 days before their CRMP renewal date. Designees must submit their annual recertification fee (\$195) and a signed Consent Statement certifying that they are still properly licensed and adhering to the CRMP Code of Ethics.

If a designee does not pay the recertification fee on time, there is a 90-day grace period, during which the individual may submit payment. If payment is received after the grace period expires, but before the next recertification due date, a "reinstatement fee" of \$50 will be charged to the certificant.

## **Examination Blueprint**

Continuing education credits are earned by engaging in continuing education related to the competency requirements of the CRMP examination as found in the Examination Blueprint or learning experiences that further one's skills in the practice of reverse mortgage lending. Qualifying activities shall be completed and submitted on an annual basis. It is the responsibility of the designee to select and document continuing education experiences that qualify as continued competence in the field.

A list of approved courses, as well as instructions for submitting them can be found on NRMLAonline.org in the CRMP section.

**Examination Blueprint:**

- Assessing Clients' Motivations (wants, needs, etc)
- Educating Seniors, Families, and Trusted Advisors
- Setting Expectations (counseling, loans, etc)
- Originating Loans
- Processing Loans
- Closing, Funding, and Post-Closing Activities
- Servicing Loans
- Managing Reverse Mortgage Business Operation

A copy of the Examination Blueprint is provided in the handbook right before the recertification application.

### **New Background Check**

Designees must complete a new background check every three years using NRMLA's preferred vendor. NRMLA will contact the designee and provide instructions six months prior to the end of the calendar year in which the background check is due.

**Inactive Status:** Inactive Status may be granted to designees on a case-by-case basis for special circumstances. A certificant's request for Inactive Status will be reviewed and granted at the sole discretion of the Recertification Committee or the NRMLA certification staff. Examples of conditions that may be considered grounds for granting inactive status may include illness, injury, jury duty, military duties, personal hardships, parental leave and family leave.

**Extensions:** A designee may request an Extension only after Inactive Status has been granted. An individual's certification may be extended for a period not to exceed three years. The Recertification Committee shall determine the length of extension granted. The certificant's original date of expiration will remain valid when the new certificate is issued. If the certificant does not recertify within the three year period, certification will expire and the certificant's record shall be purged. If in the future the individual wishes to become certified, a new application will be required. All eligibility, examination and fee requirements shall apply.

**Audits:** A percentage of the recertification applications will require full documentation of the credit claimed on the Recertification Application. Those chosen for a full document verification review will be selected at random by the NRMLA certification staff. Supporting documentation required for an audit may include the following:

- copies of certificates of completion for attendance at conferences or continuing education courses (only applies to courses not offered by NRMLA)
- copies of course outlines or descriptions to verify attendance at training and technical sessions
- original transcripts for college courses

Submissions that are not selected for a full documentation review will be evaluated on the basis of the Recertification Application. The application must be completed, signed, and dated, attesting to the truthfulness and accuracy of the information presented, and the certificant must pledge continued compliance with the Code of Ethics.

Any claim may be challenged during the review process. Accordingly, only those claims that can be properly documented upon request should be entered on the Recertification Application Form.

For this reason it is recommended that each person maintain a personal file of such information in case the claims made are ever questioned during a recertification audit or review.

**Qualifying Recertification Activities:**

- Continuing education courses provided by NRMLA, or other organizations as approved by NRMLA.
- In-service training provided by lenders, banks or other employers.
- Courses from institutions of higher education directly related to the field and approved by NRMLA.
- Maintaining a license, if one is required in jurisdiction; courses taken to meet licensing requirements relevant to reverse mortgages are generally considered acceptable continuing education experiences for recertification.





## **CODE OF ETHICS**

### **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.

**Loan originator license**

Do you possess a current license in the state(s) which you work?

Yes \_\_\_ NO\_\_\_ N/A\_\_\_

If you answered Yes, complete the information below.

Issuing Agency & State	NMLS Number	Expiration Date of License

**Background Check.** You are required to complete an individual background check in the third year of your certification cycle. Please submit six months prior to the expiration of the certification. Please read and sign the Consent Statement below.

**By signing this Consent Statement, I am acknowledging proof of licensure and that I have read, completed and signed the CRMP Code of Ethics.**

► Date: \_\_\_\_\_ Signature: \_\_\_\_\_

Please Print Name: \_\_\_\_\_