

# REALTORS®' PLEDGE OF PERFORMANCE AND SERVICE



# Code of Ethics

NATIONAL ASSOCIATION OF REALTORS®

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The NATIONAL ASSOCIATION OF REALTORS® adopted the Code of Ethics in 1913, following the footsteps of professions such as medicine, law, and engineering.

REALTORS® are real estate professionals who have chosen to join the National Association and abide by its strict Code of Ethics.

What does this mean for you? It means that any REALTOR® with whom you work has voluntarily agreed to abide by a Code of Ethics, based on professionalism and protection of the public.

REALTORS® are subject to disciplinary action and sanctions if they violate the duties imposed by the Code of Ethics.

The Code of Ethics is a detailed document that spells out the professional responsibilities of every REALTOR®.

Do not hesitate to ask a REALTOR® for a copy of the Code, including the Standards of Practice. The Code is your assurance of dealing with a professional who has your best interests in mind.

The Code of Ethics consists of seventeen Articles and related Standards of Practice. The basic principles of the Code are summarized here.

Please note that the following is not a substitute for the Code, but simply a general overview of the Code's key principles. For additional information about the Code of Ethics and its enforcement, speak with a REALTOR® or contact the local association of REALTORS® nearest you.

## DUTIES TO CLIENTS & CUSTOMERS

### Article 1

REALTORS® protect and promote their clients' interests while treating all parties honestly.

### Article 2

REALTORS® refrain from exaggeration, misrepresentation, or concealment of pertinent facts related to property or transactions.

### Article 3

REALTORS® cooperate with other real estate professionals to advance their clients' best interests.

### Article 4

When buying or selling on their own account or for their families or firms, REALTORS® make their true position or interest known.

### Article 5

REALTORS® do not provide professional services where they have any present or contemplated interest in property without disclosing that interest to all affected parties.

### Article 6

REALTORS® disclose any fee or financial benefit they may receive from recommending related real estate products or services.

### Article 7

REALTORS® accept compensation from only one party, except where they make full disclosure to all parties and receive informed consent from their client.

### Article 8

REALTORS® keep the funds of clients and customers in a separate escrow account.

### Article 9

REALTORS® make sure that details of agreements are spelled out in writing whenever possible and that parties receive copies.

## DUTIES TO THE PUBLIC

### Article 10

REALTORS® provide impartial professional service to all clients and customer irrespective of race, color, religion, sex, disability, familial status, national origin, sexual orientation, or gender identity. REALTORS® do not discriminate in their employment practices.

### Article 11

REALTORS® are knowledgeable and competent in the fields of practice in which they engage or they get assistance from a knowledgeable professional, or disclose any lack of expertise to their client.

### Article 12

REALTORS® are honest and truthful in their communications and present a true picture in their advertising, marketing, and in other public representations.

### Article 13

REALTORS® do not engage in the unauthorized practice of law.

### Article 14

REALTORS® willingly participate in ethics investigations and enforcement actions.

## DUTIES TO REALTORS®

### Article 15

REALTORS® make only truthful, not misleading, comments about other real estate professionals.

### Article 16

REALTORS® respect the exclusive representation or exclusive brokerage relationship agreements that other REALTORS® have with their clients.

### Article 17

REALTORS® engage in arbitration and mediation to resolve financial disputes with other REALTORS® and with their clients.