



## Duties to Clients and 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® give equal professional service to all clients and customers irrespective of race, color, religion, sex, handicap, 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® arbitrate and mediate financial disagreements with other REALTORS® and with their clients.