



## THE CALIFORNIA MORTGAGE BANKERS ASSOCIATION *STANDARDS & PRINCIPLES*

Home ownership is an important part of the American Dream and the California Mortgage Bankers Association (CMBA) is committed to breaking down the barriers to owning a home. CMBA members are also encouraged to commit to the highest fidelity with our lending partners in the course of commercial/multi-family real estate transactions. CMBA members work in the residential and commercial real estate finance industry and they have helped millions of families buy their first home or refinance their current loan so that they can save money. Mortgage bankers that are a part of CMBA should commit to sound business practices and honesty in marketing, origination, lending and servicing of mortgage loans.

If you are thinking about entering the housing market, refinancing your home, or have commercial/multi-family property needs, it is important to choose a CMBA member. CMBA members are working hard to expand access and provide more Californians with the opportunity to achieve home ownership, as well as provide opportunities for businesses to create new jobs and rebuild California's economy.

**INTEGRITY.** CMBA members are encouraged to commit to fair lending practices for all consumers and believe that improved disclosures enhance consumer protection. CMBA also encourages members to commit to providing products and services that comply with all local, state and federal government regulations and guidelines. Our goal is to allow consumers to make better choices in the credit market and CMBA members should stand behind their products and services.

- Every credit worthy borrower should have access to loan products
- Every borrower is unique with varied credit histories and diverse borrowing needs who benefit from a range of product offerings
- Every member company should commit to responsible mortgage lending in each of the communities where they operate

**EDUCATION.** CMBA members are encouraged to commit to ensuring that home buyers and current homeowners have all of the tools and information necessary to make an informed decision about what is right for their particular situation and needs. CMBA members are also encouraged to commit to providing mortgage and loan information that consumers understand and, when questions arise, to assist with educating the borrower. Our members should strive to:

- Increase knowledge and help eliminate confusion
- Improve communication between lenders and their customers
- Make it easier for more Californians to achieve home ownership

**RELIABILITY.** CMBA members are experienced home finance organizations and they are well positioned to handle the turbulence that the mortgage industry is facing. Our members are encouraged to:

- Commit to serving borrowers
- Commit to educating ourselves and our customers
- Commit to meeting the challenges of our changing industry

**COMMUNITY INVOLVEMENT.** CMBA encourages its members to invest in their communities and take pride in providing loans for affordable housing. Member companies and their employees should work with community groups and consumer organizations to reach underserved communities and provide the tools and resources necessary to improve financial literacy and credit awareness. Our members are encouraged to:

- Bring homeownership to diverse communities
- Offer a range of products and services that do not shut consumers out of the market
- Offer industry-leading education programs and work with non-profit partners to help educate consumers