

Mortgage Broker Code of Conduct

Bank of Sydney is committed to professional levels of standards and conduct. This Code of Conduct reflects the expectations of these standards from our referring Mortgage Brokers.

1. I will always act in an honest and ethical manner, using reasonable judgement in my actions and being respectful to other parties.
2. I will keep my required licensing, insurances and memberships current and ensure that my business meets all of its legal responsibilities at all times. I will undertake all training and development required by the Bank and to maintain licensing and memberships.
3. My personal, financial commercial interests or benefits will not influence or prejudice my recommendations and obligations to the customer.
4. I will have a full understanding of my customer's financial position to be satisfied that the products I recommend are adequate to meet their financial needs and personal situation.
5. I will always discuss with my customers the importance of insuring themselves, their income and their assets.
6. I will ensure the identity of every customer within the Banks guidelines and accordance with AML /CTF requirements including those introduced to me via any referral source.
7. I will always adhere to the Banks instructions, processes and policies and respect decisions made by the Bank and its Officers.
8. I acknowledge that my Broker ID number and website password are for my personal use and will not allow any other person to use them.
9. I will immediately report any suspected fraud, error, breach of law or concealed practice and confirm that I recognize that misleading, dishonest, deceptive or fraudulent activity is unacceptable. I will co-operate with Bank in any investigation of anomaly any it carries out.
10. I will inform the Bank of any material changes that come to light in the Applicants situation prior to the settlement of a loan.
11. I will diligently manage customer complaints regarding my recommendations or advice and will strive to achieve a resolution to a complaint within 48-hours. Should a customer complain about any of the Banks procedure or product I will immediately inform the Bank. I will work willingly with the Bank to manage each customer complaint and to achieve a resolution satisfactory for both the customer and the Bank.

Any queries about the Code of Conduct may be referred to your Relationship Manager