

"Your Promise of Professionalism" Test

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| T | F | 1. | First adopted in 1913, the Code of Ethics sets objective standards that all REALTORS® agree to follow in their real estate practice. |
| T | F | 2. | The Code of Ethics is based on the “caveat emptor” concept. |
| T | F | 3. | When the Code of Ethics was adopted, there were well-established real estate license laws. |
| T | F | 4. | The Code of Ethics has always included a duty to arbitrate monetary disputes between REALTORS®. |
| T | F | 5. | The Preamble of the Code of Ethics can be cited as the basis for disciplinary action. |
| T | F | 6. | The Code of Ethics is divided into three major sections, "Duties to Clients and Customers," "Duties to the Public," and "Duties to REALTORS®." |
| T | F | 7. | Anyone can file an ethics complaint against a REALTOR® if they have reason to believe the REALTOR®'s actions are a violation of the Code of Ethics. |
| T | F | 8. | Enforcing the Code of Ethics is primarily the responsibility of the NATIONAL ASSOCIATION OF REALTORS® and State Association of REALTORS®. |
| T | F | 9. | Arbitration hearings are often based on a procuring cause dispute between REALTORS® of associated with different firms. |
| T | F | 10. | An ethics complaint is to “conduct”, what an arbitration hearing is to “money”. |
| T | F | 11. | The Code requires that REALTORS® respect the exclusive representation or exclusive brokerage relationship agreements that other REALTORS® have with clients. |
| T | F | 12. | The Code prohibits exaggeration, misrepresentation, and concealment of pertinent facts about the property or the transaction. |
| T | F | 13. | The Code of Ethics requires that REALTORS® be competent in the discipline(s) in which the REALTOR® engages. |
| T | F | 14. | REALTORS® are responsible to discover and disclose adverse factors that are reasonably apparent to someone who has expertise required by their real estate licensing authority. |
| T | F | 15. | The Code of Ethics requires REALTORS® to cooperate and compensate other brokers. |
| T | F | 16. | Cooperation with other brokers is not required by the Code of Ethics if it is not in the best interests of the client. |
| T | F | 17. | Disciplinary action in an ethics hearing can include a maximum fine of \$500. |
| T | F | 18. | The standard of proof in an ethics hearing is clear, strong, and convincing. |

- T F 19. The standard of proof in an arbitration hearing is a “preponderance of the evidence.”
- T F 20. The ethics and arbitration enforcement processes include an initial screening by the Grievance Committee.
- T F 21. If the Grievance Committee finds that potentially unethical conduct may have occurred, it conducts a hearing to determine whether one or more Articles of the Code have been violated.
- T F 22. Mediators determine entitlement to compensation.
- T F 23. Mediation is the preferred dispute resolution system of the NATIONAL ASSOCIATION OF REALTORS®
- T F 24. The professional courtesies and etiquette issues in Pathways to Professionalism are for voluntary adoption by REALTORS®.
- T F 25. The Code of Ethics is what sets REALTORS® apart from other real estate professionals. It establishes a higher level of performance and professionalism.