



NASMM CODE OF ETHICS

In 2004, fifty NASMM members collaborated to define the core values and principles of behavior for the senior move management industry. It was both an exhilarating opportunity and an awesome responsibility. The Code of Ethics is the product of their efforts.

The purpose of the NASMM Code of Ethics is to clarify and guide the conduct of our members so that the goals and values of our profession are both reflected and advanced.

ADVOCACY/LOYALTY

My first duty is loyalty to the individual in transition. I will always provide services and recommendations based on his or her needs and concerns, with respect for my client's belongings and life expectations.

SELF DETERMINATION

I will honor my clients' feelings and perspectives and respect their right to determine their futures. If I determine to end service to my client, I will recommend other providers for whom he or she may receive assistance.

CONFIDENTIALITY

I will keep confidential any confidence that I am given or that I may learn. I will disclose information to others only with my client's permission or if I am compelled to do so by a belief that my client or other individuals will be seriously harmed by my silence. I will not use confidential information to benefit my firm or myself.

COOPERATION

I will strive to ensure cooperation among all individuals involved in providing services to my clients.

QUALIFICATIONS

I will offer services only in those areas for which I am qualified and will accurately represent those qualifications both verbally and in written communication. When unable or unqualified to fulfill requests for services, I will recommend other qualified professionals.

REFERRALS

I will refer my client only to services and organizations I believe to be competent and appropriate to address their needs.

RESPECT

I will treat my clients with respect and compassion. I will respect my clients' belongings, whatever their condition or material value, and will value their life experiences.

RESPONSIBILITY

I will take responsibility and accountability for my actions and for the actions of my employees or individuals presented as part of my firm. I will assume responsibility to learn about and comply with all laws that pertain to my business.

INTEGRITY

I will serve my clients with integrity, competence and objectivity. I will accurately represent my services, both verbally and in writing. I will communicate my fees in advance and will provide a written contract that describes the services to be provided and my charging methodology.

DISCRIMINATION

I will not promote or sanction any form of discrimination.

PROFESSION

I will further my knowledge through continuing education. I will support my profession by active participation in NASMM and by encouraging the ethical behavior of colleagues.