

# REALTOR® CODE OF ETHICS A PROMISE TO THE PUBLIC



## CORE PRINCIPLES

The National Association of REALTORS® Code of Ethics is a promise to consumers and the public that they can expect honest and ethical treatment in all transactions when working with a REALTOR®. Before hiring an agent, first check to see if they are a REALTOR®.

### ○ RESPECT FOR CLIENTS & CONSUMERS

REALTORS® pledge to protect and promote their clients' best interests and treat all parties honestly.

### ○ RESPECT FOR THE PUBLIC

REALTORS® are bound to provide equal professional service to all clients and customers and maintain non-discriminatory practices irrespective of race, color, religion, sex, handicap, familial status, national origin, sexual orientation or gender identity. REALTORS® must be honest and truthful in their communications, advertising, marketing and other public representations. When warranted, they must willingly participate in ethics investigations and enforcement actions.

### ○ RESPECT FOR PEERS

REALTORS® may not make untruthful, misleading comments about other real estate professionals. They are bound to respect the exclusive representation or exclusive brokerage relationship agreements that other REALTORS® have with their clients. When warranted, they are bound to arbitrate and mediate financial disagreements with other REALTORS® and their clients.



**CONTRA COSTA ASSOCIATION OF REALTORS®**

The term REALTOR® is a registered trademark used by real estate agents who are members of the National Association of REALTORS® and pledge to uphold a strict Code of Ethics. The Contra Costa Association of REALTORS® is committed to protecting the rights of consumers by providing its members with ethics education and enforcement. If you have questions about a possible REALTOR® ethics violation, please email: [prostandards@ccartoday.com](mailto:prostandards@ccartoday.com), or call 925.295.9220. To learn more, visit our website at: [www.ccartoday.com/professional-standards](http://www.ccartoday.com/professional-standards).