

## MLTA 2023 Spring Education Seminar

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### Ethics

Title companies and Realtors are committed to serving their shared client's, working to facilitate at the upmost professionalism. Both industries strive to keep ethics at the forefront of their businesses.

#### Course Outline

##### Introduction

- Poll of ethics situations
- How does the Realtor code of ethics relate/help the title industry?

##### Everyday examples

- Class discussion on responses

##### Crossing ethical lines

- Influences
  - Class discussion
- Madoff example
  - How far will your ethics cross the line?
  - Class discussion

##### Realtor and title examples

- Showing up 15 minutes later thinking no one will notice

- Texting/surfing internet while on the clock
- Creating rules

#### Ways to apply ethics

- Law Test
- Harm Test
- Newspaper Test

#### ALTA Principles of Fair Conduct

- Treat ALL parties fairly
- Timely response
- Examples
  - Confidentiality lasts forever
  - Follow client's instructions

#### Disclosure and misrepresentation

- Realtor examples
  - Suicide, writing offers on multiple properties at the same time
- Title examples
  - Fraud with POA

- Divorce – wife not on title

## Discrimination

- Federal protected classes
- Montana Human Rights Act includes: creed, marital status, and age
- Realtor Code of Ethics includes: sexual orientation & gender identity
- Examples

## Competence

- Encourage and assist consumers to be educated in title related services
- Examples of complaints

## Truth in Advertising

- Misleading picture example
- Judgements of other colleagues
  - Video on judgements

## Questions & Summary

- Who's influencing you?
- Are we keeping our ego in check?
- What questions are there?