



Society of  
Mortgage  
Professionals

Standards. Professionalism. Trust.



# Mortgage advice you can trust

[smp.org.uk](https://smp.org.uk)

# The Society of Mortgage Professionals

The Society of Mortgage Professionals is the professional body for the mortgage advice community. Our 10,000+ members lead the profession in raising standards through the application of technical expertise, ethical behaviour and a culture of learning and development.

When your advisor is a member of the Society of Mortgage Professionals you know that they are associated with the highest standards of professionalism, which means you can have confidence in the quality and integrity of the advice you will receive.

We are uniquely placed to support consumer demands for trusted and professional mortgage advice. We work closely with regulators and Government to help shape the future environment within which professional advice is given.

We are part of the Chartered Insurance Institute group, the world's leading provider of professional training, qualifications and thought leadership to the insurance and financial planning profession.

Both the Society of Mortgage Professionals and the Chartered Insurance Institute are focused on engendering public confidence and trust across the financial planning community.

## Earning your trust

Members of the Society of Mortgage Professionals are required to earn and maintain the trust of clients by following a Code of Ethics. Members must:

- Act with the highest ethical standards and integrity.
- Act in the best interests of each client.
- Provide a high standard of service.
- Treat people fairly, regardless of: race or racial group; sex or sexual orientation; religion or belief; age; and disability.

®



**Member**

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# Meeting your expectations



Members of the Society of Mortgage Professionals make several promises in relation to you.

## Protecting your interests

The Society of Mortgage Professionals requires all members to comply with its Code of Ethics. The Code helps to ensure that all members act in the best interests of their clients, of the Society and their profession.

## Maintaining technical competence

Members commit to continuous professional development to keep their knowledge of the ever-changing mortgage advice profession current. When it comes to meeting your financial needs, you can expect appropriate advice, complete with relevant information and documentation.

## Our relationship with regulators

Society members are obliged to comply with the rules - as well as the spirit of - regulations, as defined by our regulator, the Financial Conduct Authority.

## Putting you first

Your advisor has given you this leaflet to confirm that he or she is a member of the Society of Mortgage Professionals.

You can confirm your mortgage advisor's membership and qualification by visiting [smp.org.uk/member-search](https://www.smp.org.uk/member-search)

## Complaints

Our members and their firms take all complaints and grievances seriously. Should you be unhappy with how they handle a complaint, you can bring it to our attention at [smp.org.uk/about-us/professional-standards/](https://www.smp.org.uk/about-us/professional-standards/)

## The Society of Mortgage Professionals

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 The Society of Mortgage Professionals

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