



Society of
Mortgage
Professionals

Standards. Professionalism. Trust.



Advice you can count on

Stronger Together

United in professionalism



A mortgage is one of the most significant financial decisions anyone will ever make and receiving high quality professional advice to select the most appropriate solution is crucial.

When your advisor is a member of the Society of Mortgage Professionals – and is employed by a business which holds Associate Firm status – you can have complete confidence in the quality and integrity of the advice you will receive.

Associate Firm status

Associate firms are aligned with professional standards through an affiliation with the Society of Mortgage Professionals. This relationship is forged through a shared vision to raise standards, build public trust and elevate the importance of financial wellbeing through regulated mortgage advice.

There are several principles that govern an Associate Firm's commitment to building public trust:

Protecting your interests

Compliance with the Society of Mortgage Professionals Code of Ethics helps to ensure that all members act in the best interests of their clients. They pledge to:

- Act with the highest ethical standards and integrity.
- Adhere to transparent governance standards and processes.
- Treat people fairly by operating a clear diversity and inclusion policy.

Our relationship with regulators

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

Committed to success

Associate firms promise to invest in their people by funding a policy of ongoing training and professional development, so you can be confident the advice you receive is relevant.

Quality of service

A customer charter defines the purpose, scope and standards of an organisation's commitment to customer services. Associate firms will have a clear charter making it is easy for you to understand what to expect when dealing with them.

Giving back

All firms are expected to advance the reputation of the profession by making a positive contribution to society and their communities. Practising such conscientiousness keeps trust at the heart of everything they do.



A community of professionalism



The Society of Mortgage Professionals is the professional body for those working in 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.

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.

Putting you first

Your advisor has given you this leaflet to demonstrate that he or she is a member of the Society of Mortgage Professionals and part of an Associate Firm.

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)

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 The Society of Mortgage Professionals

 @mortgageprofs

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