



National Reverse Mortgage Lenders Association (NRMLA) *(Updated 8-3-2010)*  
Candidate Handbook  
Certified Reverse Mortgage Professional – Loan Originator (CRMP)

## **i. Introduction**

Welcome! Thank you for your interest in the Certified Reverse Mortgage Professional – Loan Originator (CRMP) certification offered by the National Reverse Mortgage Lenders Association (NRMLA). The CRMP is the highest industry credential for reverse mortgage professionals. Individuals who earn the CRMP have demonstrated their knowledge and competency in the area of reverse mortgage lending, and are dedicated to upholding high standards of ethical and professional practice in the industry. This handbook contains the application procedures, requirements for eligibility to sit for the CRMP certification examination, and the policies that guide the decisions on certification. The CRMP is governed by the Independent Certification Committee of NRMLA, and is administered by the NRMLA staff.

NRMLA is dedicated to offering a certification program that is credible and based on best certification practices. NRMLA offers a full-scope certification program that is comprised of the following key components:

- An independent governing body with policies and procedures guiding all decisions on certification
- Eligibility requirements and application submission and review procedures
- An examination testing the competency and knowledge requirements of reverse mortgage professionals today
- A Code of Ethics all CRMPs must abide by and uphold
- Recertification requirements to maintain the credential
- Complaints and disciplinary procedures.

NRMLA has spent considerable time and resources to develop a certification program of integrity, balancing the interests of all stakeholders served by the credential, including applicants, certificants, employers, regulators and the public. In developing the program requirements, NRMLA has adhered to practices that assure the following important program outcomes:

- Validity of the certification examination
- Fairness of the procedures associated with granting, maintaining, suspending and removing the certification
- Adequacy of requirements for qualifying to earn the certification
- Adequacy of the requirements for maintaining the certification
- Assurances that the public trust is served through the certification program
- Credibility in the administration and maintenance of the program.

## **ii. Mission Statement**

The mission of the Independent Certification Committee (Certification Committee) is to provide oversight to the development and administration of a credible credential for the Certified Reverse Mortgage Professional (CRMP) and to assure the credential meets high standards of ethical and professional practice for the reverse mortgage lenders industry.

## **iii. Responsibilities of the Independent Certification Committee**

The NRMLA Board of Directors has by resolution granted the Independent Certification Committee the responsibility of providing oversight to the development and administration of the NRMLA certification program. Under Section 5.03 of the NRMLA Bylaws, the Certification Committee has the authority to:

1. Develop and implement policies and procedures to assure the operation and administration of the certification program are executed in conformance with best certification practices.
2. Provide oversight to the development and administration of a legally defensible, valid and reliable certification examination.
3. Provide oversight to the development of all program components, including but not limited to: eligibility criteria, recertification requirements, ethics and disciplinary procedures.
4. Appoint standing and subcommittees as required to support all program components and maintain a cadre of qualified subject matter experts to participate in all aspects of the program, including but not limited to: examination content, item writing, setting the passing score, maintaining reliability and validity of the examination, eligibility and recertification requirements, disciplinary actions, appeals and due process, and nomination of qualified individuals to the Certification Committee.
5. Secure experts in test development to assure the examination is legally defensible, reliable, valid and maintained according to industry standards in test development and measurement.
6. Assure the security of the certification examination and the intellectual property associated with the credential.
7. Establish and implement the Code of Ethics required of certificants and administer the disciplinary program.
8. Make readily available to applicants, candidates and certificants all policies, procedures and related program information relevant to earning and maintaining certification.

## **iv. General Information**

It is the policy of the Certification Committee to administer valid, reliable, legally defensible and sound examinations.

To assist in the process, NRMLA has contracted with Professional Testing, Inc., based in Orlando, FL, to provide expertise and guidance in examination development, administration, maintenance and scoring. The CRMP examination is administered in paper/pencil format and is currently given at NRMLA conferences.

Successful achievement of a passing score on the CRMP certification examination is required for an individual to earn the CRMP designation. Each candidate must meet the eligibility requirements to qualify for the exam, and must agree to uphold and abide by the Code of Ethics in order for certification to be awarded. Certification is awarded for a period of 3 years; therefore CRMPs must recertify every 3 years in order to maintain the designation. CRMPs must also remain in good standing with the Certification Committee, which means they must be current in all fees and not be found in violation of the Code of Ethics. Failure to comply with these requirements may result in certification being withdrawn from the individual.

The NRMLA staff has developed this candidate handbook to describe all aspects of the certification process and assist candidates in preparation for the exam. This handbook contains an overview of exam content, eligibility criteria, information on registering for the exam, guidelines for taking the exam, relevant policies and requirements, and an application.

All exam applications, score reports, requests for special accommodations, and general inquiries about the CRMP certification are handled by the NRMLA staff, headquartered in Washington, DC. Direct all inquiries to:

National Reverse Mortgage Lenders Association (NRMLA)  
Certification Department  
1400 16<sup>th</sup> Street, NW  
Suite 420  
Washington, DC 20036  
Ph: 202-939-1760  
[www.nrmlaonline.org](http://www.nrmlaonline.org)

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## I. CRMP Application and Exam Process Summary

Please note the following summary of important steps in the application and exam administration process:

- 1) Applicants may apply for the CRMP examination by using the application available in this Candidate Handbook, or by downloading the Candidate Handbook free of charge from the NRMLA website, at [NRMLAonline.org](http://NRMLAonline.org).
- 2) Applicants must meet the eligibility requirements at the time the application is submitted.
  - For applicants qualifying in a primary occupation as Loan Originator, eligibility includes 2 years originating reverse mortgages plus a minimum of 50 reverse mortgage loan originations. For a complete description of the eligibility criteria, see section II B, below, page 7
  - For applicants whose primary occupation is other than Loan Originator, eligibility includes 5 years working in reverse mortgages in the following areas: management, underwriter, processor, title and closing services, appraisals, and/or loan servicing, or other. For a complete description of the eligibility criteria, see section II B, below, page 7.
- 3) Applications must be submitted to NRMLA and are only received by mail or courier service. Applications must be completed in full, signed, and accompanied by the application fee. Applicants must submit the signed Consent Statement and other supporting documentation as a condition of accepting the application.
- 4) An application and testing fee of \$250 must be paid at the time the application is filed.
- 5) The deadline for submitting applications is 60 days prior to the examination. Applications received by the deadline will be processed in 15 business days.
- 6) Applicants will be notified by NRMLA if information is insufficient or incomplete on the Application or in any of the supporting documents. The Application is reviewed again when incomplete or missing documentation is received.
- 7) Applications will be held for a period of up to one year. If the application process remains incomplete following the one year time period, the applicant will be required to reapply, meet the current eligibility criteria, and pay the associated fees.
- 8) When approved, candidates are authorized to sit for the examination. Once an application has been approved by NRMLA, the candidate will receive written notification with instructions on how to register for the exam.
- 9) Candidates who require special accommodations must make a specific written request for the type of accommodation needed. The reason for the accommodation must be recognized under the Americans with Disabilities Act (ADA). The form to request accommodations is included with the Application for the CRMP Examination, which can be downloaded from [NRMLAonline.org](http://NRMLAonline.org).

10) Candidates are required to bring their written notification to test to the test site, and one form of government-issued photo ID.

11) Candidates who fail the exam may retake it; they must pay an exam fee of \$195 each time, and comply with the waiting period between retakes. After a third failure, the applicant will be required to reapply, pay the associated fees, and meet the current eligibility criteria for each retake.

12) Candidates may reschedule or postpone exam appointments by giving at least one week notice to avoid additional fees.

13) Candidates will be notified in writing of their pass/fail status within three weeks of taking the exam. Results are not provided over the phone.

14) Name and contact changes must be submitted to NRMLA at the address provided in this handbook. Failure to update your contact information may result in delays in receiving eligibility notices or examination results. Name changes must be accompanied by documentation such as court records.

15) Once you have passed the CRMP certification examination, you will be notified by NRMLA regarding the steps you must take in order to be awarded Certification and to use the CRMP Designation. As a condition of being awarded Certification, you must pass a background check using NRMLA's approved vendor. NRMLA has arranged for CRMP applicants to go through a background check conducted online by General Information Systems (GIS) on their site, [backgroundchecks.com](http://backgroundchecks.com). The background checks cover the prior seven years and evaluate personal identification, criminal records, driving records, and credit history.

If you pass the background check, you will be notified by NRMLA and then provided a copy of the Exam Payment Form. When an applicant is granted the CRMP, the fee for a three-year designation is \$450 if paid entirely upfront or \$175 per year if paid in annual installments.

## II. About the CRMP Certification—Requirements and Exam Information

### A. About the CRMP Certification Examination

Individuals meeting eligibility requirements must pass a multiple-choice exam in order to qualify for certification and earn the CRMP designation. The exam consists of 120 multiple-choice questions and you have 3 hours to take the exam. Only correct answers are counted.

It is the policy of the NRMLA Certification Committee to develop examinations utilizing a psychometrically valid process. The examination was developed by subject-matter experts under the guidance of psychometricians (experts in measurement and test development) and is designed to measure the knowledge, skills and abilities required to perform competently as a reverse mortgage professional. The exam questions were written and edited by subject-matter experts working with test development experts. The passing point—or the score you need to achieve in order to pass—was also determined utilizing valid psychometric procedures. The NRMLA Certification Committee follows best practices in all of its test development activities and has a high degree of confidence that only those who meet the competency requirements pass the examination.

Candidates are encouraged to refer to the examination blueprint which is located in the Candidate Handbook as Appendix 1 and on the website at [www.nrmlaonline.org](http://www.nrmlaonline.org) to become familiar with the content areas on the CRMP examination. Candidates may review the examination blueprint to assess their level of knowledge in each of the content areas, and to identify the areas in which they believe they need additional preparation.

### B. Eligibility Process

The CRMP requires applicants to meet the following eligibility criteria:

All applicants must meet the experience requirements in the industry as follows:

- For applicants qualifying in a primary occupation as Originator, eligibility includes 2 years originating including origination of a minimum of 50 reverse mortgages.
- For applicants whose primary occupation is other than Originator, eligibility includes 5 years working in reverse mortgages in the following areas: underwriter, processor, title and closing services, appraisals, and/or loan servicing.
- Within one year prior to taking the examination, candidates must complete 12 hours of continuing education from NRMLA or such other providers as approved by NRMLA in areas related to reverse mortgage financing. When submitting outside courses, please be reminded that no more than 6 hours of non-reverse mortgage courses shall be counted that deal with senior finance, long-term care planning, healthcare and real estate law and regulations. Additionally, no more than 3 hours of courses obtained through the Nationwide Mortgage Licensing System & Registry (NMLS) shall be counted, notably those courses dealing with federal law and regulations. If you would like us to consider an outside course, please submit the name, dates, place, sponsor, instructor and a copy of the syllabus.

- Possession of a current mortgage loan originator license in your jurisdiction, if a license is required.
- Completion of a background check.
- Submission of a sign Consent Statement.

If your application is approved for eligibility, you will receive an Authorization to Test Letter that also includes your unique candidate ID number. You will need to provide this letter at the examination site, in addition to a government issued photo ID, in order to sit for the examination.

Applicants who are denied eligibility shall be notified in writing of the decision. The reasons for the denial and corrective actions shall be indicated.

#### C. Testing Locations

All CRMP examinations are administered in a secure testing environment. Once your eligibility is approved, you will receive access to the location of the test site. Details will be provided in the Authorization to Test Letter.

#### D. Exam Appointment Scheduling and Rescheduling

Candidates must give NRMLA staff at least one week advance notice if they wish to cancel or reschedule a testing appointment. Candidates who fail to meet this deadline risk forfeiture of the exam fee. Those who fail to appear for a test without giving prior notice to NRMLA Certification staff shall forfeit the entire examination fee, unless they can document extenuating circumstances, such as: death in the family, serious illness, military or jury duty.

#### E. Fees

##### Application Fee:

Each application must be accompanied by a non-refundable application fee of \$250. All fees are non-refundable. Fees are to be paid in U.S. dollars.

##### Certification Fee:

If you pass the CRMP examination, you will be notified by NRMLA and provided instructions for being awarded the Certification and for using the CRMP Designation. As a condition of being awarded certification and use of the CRMP Designation, you must pass a background check using NRMLA's approved vendor. If you pass the background check and granted the CRMP, the fee for a three-year designation is \$450 if paid entirely upfront or \$175 per year if paid in annual installments.

#### F. On the Day of the Exam

Candidates should report to the exam site on the day of the exam as instructed in their appointment confirmation letter, and plan to arrive at least 15 minutes prior to the appointment time. Candidates must show their Authorization to Test Letter and one form government-issued photo ID with signature (for example, a driver's license or passport). The name on the ID must match exactly the name submitted on the application, or the candidate will be denied admission.

Questions concerning the content of the exam will not be answered during the exam. Listen carefully to the instructions given by the Proctor and read all directions thoroughly.

The CRMP examination is closed book. Therefore you will not be permitted to bring any materials into the testing room. You will be provided with a secure storage area to check your valuables.

The following items are NOT PERMITTED in the exam room:

- Dictionaries or other reference materials
- Papers of any kind, except as provided by the proctor
- Telephones, signaling devices such as pagers or cell phone
- Alarms or recording/playback devices
- Photographic or image copying devices
- Electronic devices of any kind
- Food or beverages

#### G. Exam Security

All exam materials are the property of NRMLA. Removal of any material from the exam room by unauthorized persons is prohibited. Copyrights for the NRMLA exam are owned by NRMLA. Any attempt to reproduce or memorize all or part of the exam is prohibited. Any unauthorized disclosure, publication, copying, reproduction, transmission, distribution, or possession of the exam content or materials in any form may subject the individual to civil liability and/or criminal prosecution, removal of certification, and/or restrictions on future access to NRMLA certification examinations.

Restroom breaks are permitted, but are included as part of the 3 hours allotted for the actual exam.

The Proctor may dismiss a candidate from the exam for any of the following reasons:

- If the candidate's admission to the exam is unauthorized
- If a candidate creates a disturbance or gives or receives help
- If a candidate attempts to remove exam materials or notes from the testing room
- If the candidate attempts to take the exam for someone else
- If a candidate has in his or her possession any item excluded from the exam site as specified above
- If a candidate exhibits behavior consistent with memorization or copying of exam items.

#### H. Hazardous Weather or Local Emergencies

In the event of hazardous weather, or any other unforeseen emergencies occurring on the day of an exam, NRMLA will determine whether circumstances require the cancellation of the exam. Every attempt will be made to administer all exams as scheduled. Candidates will be given as much advance notice as possible.

#### I. Challenging the Exam

NRMLA shall provide candidates with an opportunity to provide feedback on the examination content and procedures regarding:

- The technical accuracy of the examination
- Fairness in the administration of the examination.

A candidate who has a concern about administrative procedures at a testing site or who has observed a breach of security or other improper conduct during a test should submit a report in writing to the Certification Department of NRMLA within 5 calendar days after taking the examination. Candidates may also report such concerns in written format at the end of the examination booklet.

A candidate who has a question or a concern about the reliability, validity, and/or fairness of the test may submit the question or concern in writing to the Certification Department of NRMLA no later than 5 calendar days after taking the examination. Candidates may also report such concerns by entering comments in the form provided at the end of the examination booklet.

NRMLA will not consider reports about improper test administration procedures or test content which exceed the 5 day deadline for doing so, or are not submitted in writing.

#### J. Summary of Scoring Process

NRMLA establishes the minimum passing score for the CRMP examination utilizing acceptable psychometric procedures. The CRMP examination is criterion-referenced. The final passing score is established by a panel of subject-matter experts who determine the minimally acceptable level of competence for awarding the CRMP certification, and the passing score is applied to all test takers. You must achieve the passing score in order to pass the examination. There are no exceptions.

The passing score is established by the Independent Certification Committee (ICC) using a criterion-referenced passing score process. During this process the committee members discuss the minimum level of competence that is required for passing the examination and obtaining the credential. This discussion focuses attention on the specific knowledge, skills, and abilities that qualified Loan Originators possess. The committee then systematically evaluates each question on the examination and rates their difficulty levels. The ratings are combined to arrive at the passing score for that specific examination.

A scaled score is used to report the passing rate for the CRMP certification examination. Scaled scores are created when the number of questions that candidates answer correctly is mathematically transformed so that the passing score equals 400 on a scale starting at 0 and ending at 500. This transformation is very similar to converting inches to centimeters; for example, a 10 inch ribbon will be 25.4 centimeters long. The length of the ribbon has not changed, only the units of measurement that were used to describe it.

The use of scaled scores does not affect whether or not an individual candidate passes or fails the examination. The pass/fail decision is always made by comparing the number of questions answered correctly to the passing score that was established using the criterion referenced process. All candidates who correctly answer more items than are required to pass the examination form that they took will obtain scaled scores that are between 400 and 500. Candidates who did not answer enough items to pass will obtain scaled scores between 0 and 399. Scaling also does not affect the rank ordering of candidates. A candidate who answers more items correctly than another candidate taking the same examination form will obtain a higher scaled score.

The use of scaled scores allows the ICC to directly compare scores from one examination form to another because the passing standard will always be the same, a scaled score of 400. In the long run, this process will make the scoring of certification examination easier to understand for all concerned. No matter which form of the examination a candidate takes, the passing score will remain constant.

#### K. Score Reports

Candidates are notified of their examination results (pass/fail) in writing within 4 weeks of taking the exam. Successful candidates are notified that they have passed and are provided instructions for completing the certification process. Candidates who fail will receive a diagnostic report of their overall performance on each content area of the exam. This information is provided so you can see the areas of greatest weakness, and better prepare to retake the exam.

#### L. Cancellation of Scores

NRMLA reserves the right to cancel any examination score if, in NRMLA's professional judgment, there is any reason to question the score's validity. Conduct which warrants score cancellation may include, but is not limited to: consulting study aids of any type during a testing session; copying from notes or from another examinee's answers during a testing session; speaking or otherwise communicating with others during a testing session; copying, photographing, transcribing, or otherwise reproducing test materials; removing test materials from the examination site; aiding other examinees or receiving aid from anyone else; or having improper access to the CRMP examination content prior to the examination administration. Engaging in such misconduct may disqualify the individual from all future examinations and from ever being certified by the NRMLA Certification Committee. Significant score increases upon retesting may also be investigated to ensure the authenticity of results.

#### M. Appealing Exam Results

Candidates who fail the exam may appeal their results within 30 days of receipt of the score report and must make this request in writing. NRMLS staff will review the response record and the determination will be communicated to the candidate within 60 days. The determination of NRMLA shall be final. Scores that are cancelled are not subject to appeal.

#### N. Retesting

A candidate who fails the CRMP examination must wait at least six months before taking it again. The Candidate will be charged an examination fee of \$195 each time for the second and third attempts.

If a candidate has failed the examination three times, he or she must wait at least one year before testing again, and complete course work as recommended by NRMLA. A new application and fee must be submitted, and the applicant must meet all current eligibility requirements at the time of application.

#### O. Special Accommodations

NRMLA complies with the Americans with Disabilities Act (ADA) and is interested in ensuring that no individual is deprived of the opportunity to take the exam solely by reason of a disability as defined under the ADA (or equivalent).

Applicants requesting accommodations must do so in writing at the time of application, and submit the Exam Special Accommodations Form. Requests for special testing accommodations require documentation of a formally diagnosed and qualified disability by a qualified professional who has provided evaluation or treatment for the candidate.

**P. CRMP Code of Ethics and Disciplinary Policies**

The NRMLA Certification Committee is committed to upholding the highest ethical standards in the profession. Individuals who are successful on the CRMP Examination and wish to be issued a certification and use the CRMP Designation, must sign and return the CRMP Code of Ethics and pay the applicable certification fee.

The CRMP Code of Ethics is a statement of the required behaviors and responsibilities of certificants. Certificants found to be in violation of the Code of Ethics are subject to an investigation of the violation, which may result in sanctions. All sanctions are subject to appeal. Following the exhaustion of appeals, the outcome of investigations resulting in sanctions shall be made public, and the notice will include the name of the certificant, the Code(s) found in violation, and the sanction imposed.

The Code of Ethics was developed to safeguard the reputation of the organization, and in the interest of protecting the public. The Code of Ethics is included as Appendix 2 of the handbook, and may be located on the website at [www.nrmlaonline.org](http://www.nrmlaonline.org).

The NRMLA Certification Committee has established policies and procedures for investigating complaints filed against certificants. Any individual may file a complaint. All complaints will be reviewed, and if determined valid and actionable, will be investigated. Individuals who wish to file a complaint should contact NRMLA for information on how to proceed. Direct all inquiries to:

National Reverse Mortgage Lenders Association (NRMLA)  
Certification Department  
1400 16<sup>th</sup> Street, NW  
Suite 420  
Washington, DC 20036  
Ph: 202-939-1760

**Q. Language the Exam is Given In**

The CRMP certification examination is given in English only. Translation dictionaries and/or other translation aids are not permitted. All program materials are provided in English.

**R. Training and Exam Prep Materials**

The NRMLA Certification Committee does not provide training or preparatory materials for the CRMP certification examination, nor does it offer or endorse training programs or preparatory courses. To do so would be a conflict of interest and a deviation from the stated purposes of the Certification Committee.

As a courtesy to individuals interested in obtaining the CRMP, NRMLA has published all the applicable HUD Handbooks, Mortgagee Letters, HECM regulations and articles covering topics covered in the Exam Blueprint on the web site, [NRMLAonline.org](http://NRMLAonline.org).

NRMLA and the Certification Committee do not endorse any person, product, resource or service as a means for achieving certification. Candidates are encouraged to plan their own course of study by reviewing the examination blueprint, identifying any areas of weakness, and securing the necessary resources to adequately prepare for the examination.

#### S. Confidentiality and Release of Information

NRMLA staff will not release any information regarding a candidate's examination application or examination performance to any employer, regulatory agency or any other person or entity that may inquire about such information unless it has obtained written permission from the candidate or certificant in question. Volunteers may not disclose any information about a candidate or certificant.

NRMLA staff shall maintain an electronic directory of all certificants, and is obligated to release upon request, the names and certification status of individuals who have successfully completed the certification process.

#### T. Statement of Non-Discrimination

The NRMLA Certification Committee does not discriminate among applicants, candidates or certificants on the basis on age, sex, race, religion, national origin, or marital status.

#### U. Recertification

The CRMP certification is awarded for a period of 3 years. During this period, you will be required to obtain 12 hours of continuing education credits each of the three years, or in lieu of obtaining credits, you may take the exam in the third year. Certificants are required to recertify prior to the expiration of their certification. Certificants must comply with the current recertification requirements. For further information on recertification, please visit the NRMLA website at [www.nrmlaonline.org](http://www.nrmlaonline.org) where you may download the Recertification Handbook. NRMLA staff will send reminder notices during the final year of certification. Certificants are encouraged to become familiar with the recertification requirements, which are a combination of continued work experience and professional development based on the concept of continued competence.

#### V. Trademarks and Copyrights

The "Certified Reverse Mortgage Professional" and "CRMP" designations are the property of the NRMLA Certification Committee and NRMLA. Individuals who earn the CRMP credential may use these designations as long as the certification has not expired, been suspended, revoked or voluntarily relinquished. The certificate is the property of the NRMLA Certification Committee and must be returned to NRMLA upon request. Examination materials and publications are copyrighted and protected under U.S. law. NRMLA aggressively enforces the appropriate use of its property, and unauthorized use may result in sanctions or other penalties.

### III. Preparation for the Examination

#### A. CRMP Examination Blueprint

As you prepare for the CRMP certification examination, you are strongly encouraged to review the examination blueprint, which is available on the NRMLA website at [NRMLAOnline.org](http://NRMLAOnline.org). The blueprint contains the major content areas on the exam, and the percentage of the exam each content area represents. Use the blueprint to guide you in identifying any content areas you need extra time and resources to prepare for, and ask yourself these questions.

- Which content areas represent the greatest number of test questions?
- How much time do you need to focus on these areas to prepare for the exam, versus other areas?
- How do your current knowledge and skills compare to the content areas of the exam? Are you strong in some, but weak on others?
- How much training or work have you done in the areas on the exam?

Your analysis of the content outline and your answers to the questions above will help you determine where you need to spend your study time.

#### B. Testing Tips

On the day of the exam:

- Plan to arrive at the exam site at least 15 minutes prior to your appointment. If you have considerable distance to travel, consider arriving the night before.
- Get a good night's rest the night before.
- Eat a well-balanced meal prior to reporting to the exam site. Avoid excessive stimulants such as caffeine.
- Read and follow the instructions carefully. Ask the Proctor for clarification if you are not sure about the instructions. Remember, the Proctors will not answer questions related to exam content.
- Pace yourself by periodically checking your progress. This will allow you to make any adjustments in time. Remember, only the questions you answer correctly are scored. There are no penalties for answering a question incorrectly, so answer as many questions as you can. If you are unsure of a response, eliminate as many options as possible, and choose an option from those that remain.
- You may go back to review any items at any time.
- Pay attention to reminders of the time you have left to finish the exam.

#### **IV. Policies and Procedures**

The following policies of the NRMLA Certification Committee are those that guide the awarding of the CRMP certification, the rights and duties of candidates and certificants, due process, and the development and administration of a credible certification examination and program. These policies guide the decisions associated with the certification.

The information provided in the Candidate Handbook contains abbreviations of several policies related to the CRMP certification. The policies you need to be aware of are included below. Please read these policies in their entirety, as several policies become applicable after you earn the certification. Several of the policies related to the application process will assist you in completing the application correctly.

Note: in submitting your application, you will acknowledge that you have read and agree to comply with the policies.

#### **Passing the NRMLA Certification Examination**

The purpose of the NRMLA certification is to establish standards of knowledge and competence in the field of reverse mortgage lending, and to assure the ethical practices of the Certified Reverse Mortgage Professional (CRMP). Only candidates who are successful in passing the written examination for the certification, meet all criteria for certification, and remain in good standing are considered certified.

#### **Awarding Certification**

Certification is awarded for a period of three years. Individuals who are successful on the CRMP certification examination who wish to be issued a Certificate and use the CRMP Designation must sign and return the CRMP Code of Ethics and pay the applicable certification fee in order to be Certified. Passing the examination does not assure awarding certification. Copies of the signed Code and a record of payment of the certification fee are maintained in secure cabinet in an individual file folder in a secure location. The Certification Committee has the sole responsibility for making all certification decisions.

In circumstances in which certification is denied, suspended or revoked, an appeal of the decision may be filed with the Appeals Committee in accordance with the appeals process.

#### **Submitting the Application for the CRMP Examination**

Applications for the CRMP certification are received by mail or courier service. Payment in the form of a check or credit card must accompany the application. Applications must be signed in order to be accepted and processed. All data captured is stored in a secure manner in the certification data base with access restricted to authorized certification personnel. All hard copy applications are stored in a secure cabinet in a secure location.

#### **Rejecting Applications for the CRMP Examination**

Applications that are incomplete, do not meet the eligibility requirements and are not accompanied by the correct payment of fee, will be rejected. Certification staff must notify all applicants of rejection within fifteen business days of receipt of the application. The certification staff will email or mail the applicant notifying the applicant of why the application has been rejected. A record of the rejected or incomplete application shall be maintained by the Certification Office for a period of one year.

### **Eligibility Criteria**

In order to be considered eligible to take the CRMP certification examination, applicants must demonstrate that they meet current eligibility requirements. The eligibility requirements shall be made available in all public documents.

### **Denial of Eligibility**

Any applicant who does not meet the eligibility requirements must be notified that their certification application has been denied within fifteen days of review. The reasons for the denial shall be indicated.

### **Appeal of Denial of Eligibility**

Applicants who are denied eligibility may request reconsideration of the decision of denial by making an Appeal. Requests for an appeal must be made no later than 30 days after the applicant is denied. Within 60 days of the receipt of the written appeal, the Appeals Committee must conclude its deliberations. All decisions of the Appeals Committee are final.

### **Development of the CRMP Examination**

The purpose of the CRMP certification examination is to establish standards of knowledge and competence in the field of reverse mortgage lending, and to assure the ethical practices of the Certified Reverse Mortgage Professional (CRMP). The CRMP certification examination is designed to measure the knowledge and competence of reverse mortgage lenders. The blueprint of the written examination shall be derived from accepted industry psychometric standards in examination development.

In its development and maintenance of the CRMP certification examination, the Certification Committee shall work with experts in test development and measurement to ensure the development and administration of valid and legally defensible examinations. The CRMP certification shall be validated through a job task analysis at an approximately five year interval, or as circumstances may warrant. Performance statistics shall be conducted at regular intervals and in an ongoing manner to ensure the consistent administration of fair, valid and reliable examinations is occurring.

### **Examination Administration**

The administration of the CRMP certification examination shall follow accepted industry standards in order to ensure fair and consistent administrations. The Certification Committee may contract the administration of the examination to a testing vendor.

### **Registering for the CRMP Examination**

To register for the examination, candidates must first be authorized by the NRMLA certification staff. Candidates are required to follow all registration requirements.

### **Authorization to Test**

Only candidates who are authorized to test may take the CRMP certification. In order to be authorized, the application for the certification examination must be approved for eligibility. Upon approval, an eligibility acceptance letter is mailed to candidates within fifteen business days. The letter will contain proof of acceptance, a unique candidate ID number, contact information to schedule the testing appointment, and additional information regarding the examination such as candidate identification requirements.

**Candidate Identification**

Candidates must check in using one form of government-issued photo ID with signature (driver's license, government-issued photo ID or passport). The name on the ID must match exactly the name submitted on the application.

**Granting Requests for Extensions**

In certain limited circumstances, candidates may be provided extensions to examination scheduling deadlines.

Such requests must be made in writing to the Director of Certification who shall consider such requests on a case by case basis and on the merits of the request. Reasons to request extensions are published in the Candidate Handbook.

**Test Administration Monitoring**

The administration of the examination shall be monitored for quality assurance purposes.

**Cheating**

The Certification Committee maintains strict policies to safeguard the security of the examination. Any individual who removes, or attempts to remove, examination materials from the testing site, including memorizing examination questions, is subject to prosecution in addition to sanctions by the Certification Committee. These sanctions may include removal of certification and restrictions on future access to the certification examination.

**Language of the Examination**

The CRMP certification examination is given in English. The use of translations aids during the examination is not permitted.

**Passing the Written Examination**

Only candidates who are successful on the written examination are eligible to be awarded CRMP certification status.

**Failing the Examination**

Candidates who fail the CRMP certification examination may retake the examination two additional times with a six month waiting period between attempts. Candidates must pay appropriate retake fees, and must continue to meet the eligibility criteria. Candidates who do not pass the examination after three attempts must wait a period of one year before testing again, and must apply as a new candidate, pay all required fees, meet the current eligibility requirements, and complete course work recommended by NRMLA.

Any candidate can appeal their test score. Requests for an appeal must be made no later than 30 days after the test date. Within 60 days of the receipt of the written appeal, the Appeals Committee must conclude its deliberations.

**Comments on the Exam**

Candidates who wish to comment on an examination question may do so at the end of the exam, and must complete the Candidate Comment Form. The Candidate Comment Form must be submitted to the Test Administrator. No other comments regarding examination content will be reviewed.

### **Invalidating Scores**

The Certification Committee is concerned with reporting only valid scores. On rare occasions, circumstances may invalidate exam scores. The Certification Committee reserves the right to cancel or withhold exam scores if there is any reason to question their validity. The Certification Committee may cancel or invalidate exam results if, upon investigation, violations of Certification Committee policies have been committed

Doubts may be raised about the validity of candidates' scores because of suspected misconduct; in such circumstances, candidates shall cooperate in the investigation of their scores. Such candidates will be notified of procedures to ensure fair treatment. Some scores may be rendered invalid due to circumstances beyond candidates' control, such as faulty exam materials or mis-timing. In this event, retesting will be arranged.

### **Issuing Certificates**

Certificates are issued by the certification staff to individuals who pass the certification examination, agree to abide by and uphold the Code of Ethics, and pay the applicable certification fee. Certificates are issued within thirty days of receipt the signed Code of Ethics and fee.

### **Special Accommodations**

The Certification Committee complies with the Americans with Disabilities Act (ADA) and will ensure no individual is deprived of the opportunity to take the certification examination solely by reason of a disability as defined under the ADA. Candidates must complete and submit the Request for Exam Special Accommodations Form and supporting documentation related to disability needs. The form and supporting documentation must be received no later than forty-five days prior to the desired exam date. Requests for special testing accommodations require documentation of a formally diagnosed and qualified disability by a qualified professional who has provided evaluation or treatment for the candidate.

### **Appeal of Denial of Request for Special Accommodations**

Candidates who are denied their request for Special Accommodations may file an appeal with the Appeals Committee in accordance with the policies of the Certification Committee. The decision of the Appeals Committee is final.

### **Enforcement of the Code of Ethics**

The Certification Committee shall establish and enforce a Code of Ethics applicable to all certified individuals. Certificants must agree to uphold and abide by the Code of Ethics as a condition of earning and maintaining CRMP certification, using the designation and being awarded a Certificate.

### **Filing a Complaint**

Any individual may file a complaint against a certified reverse mortgage professional. Only complaints that follow the published procedures of the Certification Committee will be considered.

### **Disciplinary Procedures**

In prosecuting its mission of establishing a credible certification program which ensures high standards of ethical and professional practice in the reverse mortgage lenders industry, the Certification Committee shall establish and implement a Code of Ethics.

The Certification Committee requires its certificants to remain in good standing with the organization by complying with the tenets of the Code. As such, the Certification Committee reserves the right to sanction certificants found to be in violation of the Code of Ethics, following the investigation of such complaints in accordance with its published procedures. The Certification Committee shall make available upon request and shall publish in the Certification Directory all decisions resulting in sanctions which shall include the name, certification, code violated and sanction imposed.

### **Due Process**

The Certification Committee respects and upholds the right of its certificants to due process in circumstances in which a negative or adverse decision is made on the standing and status of the certificant. Due process shall apply in instances affecting an individual's ability to earn and maintain CRMP certification status.

### **Recertification Requirements**

Certification is awarded for a period of three years. In order to remain certified, certificants must meet the recertification requirements. Recertification requirements for the CRMP credential include remaining actively employed in the reverse mortgage industry, remaining current with changes in regulations and laws, and completing the requirements for continued competence during the three year certification cycle. Certificants must agree to continue to abide by and uphold the Code of Ethics and the policies of the Certification Committee, which includes continued appropriate and authorized use of the certificate, logo, and marks. Certificants must pay the current recertification fee. Recertification requirements are based upon the philosophy of continued competence, and as such, certificants must meet the recertification requirements as determined and defined by the Certification Committee.

### **Issuing Certificates**

A certificate with the dates of renewal are issued to certificants upon successful completion of all recertification requirements.

### **Fees**

The CRMP certification fees are published in the Candidate Handbook and on the Website. It is the applicant's responsibility to submit the correct fee. The correct payment must accompany the Application for the CRMP Examination. An additional Certification fee must be paid in order for individuals to use the CRMP Designation and be awarded a Certificate.

Recertification fees are due at the time of submission of the recertification application and must be paid in full. The CRMP recertification fees are published in the Candidate Handbook and on the Website. It is the certificant's responsibility to submit the correct fee.

### **Retest Fees**

Candidates who are unsuccessful on the CRMP certification examination may reapply. Retest fees are published in the Candidate Handbook and on the Website. It is the applicant's responsibility to submit the correct fee.

**Other Fees**

The Certification Committee reserves the right to assess additional fees for late applications, granting extensions, rescheduling an examination without a valid reason, incomplete applications and other circumstances it deems appropriate. All fees are published in the Candidate Handbook and on the Website.

**Certificates**

The initial certificate is issued to certificants with payment of the Certification Fee. Certificants requesting a duplicate certificate, or who request a new certificate due to name change, will be charged an administrative fee. The fee shall be published in the Candidate Handbook and on the Website.

**Refunds**

Refunds are granted only for accepted circumstances for emergency cancellations or withdrawals from the examination process. Refunds are granted at the discretion of the Certification Office. Refunds are not granted to candidates who forfeit or fail the examination.

**Rescheduling an Examination**

Candidates who are unable to sit for the examination must notify the test administrator no later than one week prior to the testing appointment to avoid incurring additional fees. Fees will be assessed to candidates who reschedule less than thirty days prior to the original testing appointment. Candidates who are late or do not arrive for the testing appointment or who do not cancel or reschedule their testing appointment within the required time line will be required to reapply and reschedule their examination and pay the reapplication fees. Rescheduling fees are published in the Candidate Handbook and on the Website.

**Emergency Cancellations or Withdrawals**

The Certification Committee publishes the circumstances which are considered grounds for an emergency cancellation or withdrawal of an examination. These circumstances include: 1) Candidate illness; 2) Family death; 3) Jury duty; 4) Military duty; or 5) State of emergency. Candidates who experience an acceptable emergency situation must request cancellation or withdrawal from the examination in writing and include supporting documentation of the circumstances. Acceptable grounds for emergency cancellations or withdrawals are included in the Candidate Handbook and on the Website

**Confidentiality**

Information regarding the status of an applicant or candidate will only be discussed with the applicant or candidate or their legal representative. The certification staff may release information regarding a candidate's performance on the certification examination to an employer or entity only with written permission from the candidate.

The certification staff shall release upon request the name and certification status of certificants who have successfully completed the CRMP certification examination.

**Position on Training and Education**

The Certification Committee does not require applicants for the CRMP certification to take prescribed training or education programs from any company or organization.

The Certification Committee does not recommend or endorse any training or education programs as preparation for the certification examination, nor does it accredit or endorse any source of education as a guarantee of success on the CRMP certification examination.

### **Auditing Applications**

The certification staff is required to audit 5% of all applications for the CRMP certification examination and for recertification.

### **Trademarks and Copyrights**

The Certified Reverse Mortgage Professional certification marks will be submitted to the U.S. Patent and Trade Office for registration. All examination materials and publications relating to certification are copyrighted.

The trademarks and copyrights are protected under U.S. and international law and unauthorized uses of these marks or copyrights are prohibited.

The Certification Committee shall support the registration and trademark of additional NRMLA certification designations and related materials.

### **Authorized and Appropriate use of the CRMP designation**

The Certification Committee encourages the authorized use of the logo and marks. Certificants who wish to use the CRMP designation may do so in the following manner:

John Doe, CRMP

John Doe, Certified Reverse Mortgage Professional

Certificants are permitted to use the CRMP designation in the above manner, on business cards, letterhead, within written guidelines. Authorized use requirements of the CRMP designations shall be sent to newly certified individuals with the certificate. Inactive certificants may not use the designation after their name and must return their certificate until they become active.