



Dear Aspiring GMA® Certificiant:

Thank you for taking the time to inquire about NAMB certification. Your interest places you in the top tier of mortgage professionals who are knowledgeable and committed to the highest standards of conduct. Achieving the GMA® credential demonstrates your commitment to the industry. Across the United States, and in a wide range of occupations, certification programs have enabled professionals to distinguish themselves from the competition. As the number of certified individuals has increased, customers and employers have learned to look for credentials when choosing a business partner. By meeting the stringent eligibility standards, passing the rigorous exam, satisfying the recertification requirements, and adhering to the NAMB Code of Ethics, the GMA certification will enable you to prove your skill and promote your business.

There has never been a better time for mortgage professionals to seek certification for a number of reasons. Our industry is under increased scrutiny and it is important for those of us who are true professionals to conduct business with honesty and integrity, putting the best interests of our clients at the forefront of all we do. This year, NAMB is working to raise awareness of our credentialing programs to NAMB members, other brokers, and our industry partners. There is no doubt—certification will benefit you professionally.

The following pages will give you all the information you need to begin the process of becoming a certified mortgage professional who has the privilege of adding the GMA® credential to your signature.

I wish you success in your career as a mortgage professional. You are certainly off to a good start!

Guy Schwartz, CMC
Chair NAMB Certification Committee

Introduction

This National Association of Mortgage Brokers (NAMB) Certification Applicant Handbook contains information on how to become a General Mortgage Associate (GMA[®]). It was created to help guide interested mortgage professionals through the certification application process. If you have any questions about the policies and procedures of the NAMB Certification Program or about the processing of your application after reviewing the GMA[®] Candidate Handbook, please write, email, phone, or fax NAMB using the following contact information:

Certification Department
National Association of Mortgage Brokers
2701 West 15th Street
Suite 536
Plano, Texas 75075

Telephone: 972-758-1151
Fax: 530-484-2906
Email: certification@namb.org
Website: www.namb.org

Eligibility standards, examination content, examination standards, fees, and guidelines are all subject to change. **If the revision date of this handbook is more than six-months old, please contact NAMB to obtain the current version before submitting your application.** The most current version of this handbook can also be found under the “Certification” tab on the main page of our website, www.namb.org.

WE RECOMMEND THAT YOU KEEP THIS HANDBOOK FOR REFERENCE THROUGHOUT YOUR APPLICATION PROCESS

“GMA[®]”, “CRMS[®]”, and “CMC[®]” are certification marks of the National Association of Mortgage Brokers (NAMB) and are registered with the United States Patent and Trademark Office. “General Mortgage Associate”, “GMA”, the GMA logo, “Certified Residential Mortgage Specialist”, the CRMS logo, “Certified Mortgage Consultant”, and the CMC logo are registered certification marks of the National Association of Mortgage Brokers (NAMB).

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NAMB Certification Exams – An Overview

NAMB established the GMA[®], CRMS[®], and CMC[®] certification exams to provide members with an opportunity to be recognized as leaders within the increasingly competitive field of mortgage brokering. Specifically, these three distinct, yet complimentary exams are designed to:

- raise the standards and improve the practices of the mortgage brokerage profession;
- identify persons with demonstrated knowledge of the principles and practices of the mortgage profession, its related disciplines, and laws;
- develop a foundation for future leaders in the industry; and
- encourage qualified persons to pursue a program of professional development.

Each exam requires different levels of work experience, the accumulation of qualifying points (awarded based on multiple factors including work experience and formal education) and the passing of a computer-based, multiple-choice test. The GMA[®], CRMS[®], and CMC[®] certifications are awarded by the NAMB Certification Committee. The credentials identify the certificant as having met the standards of required knowledge, skills, and abilities established by the Committee.

Who	NAMB Credential	Experience Required	Qualifying Points Required*
New Mortgage Broker or Loan Officer	General Mortgage Associate (GMA)	Entry level – no experience required	0 Points
Experienced Mortgage Broker	Certified Residential Mortgage Specialist (CRMS)	At least two years of experience in the mortgage industry	50 Points
Very Experienced Mortgage Broker	Certified Mortgage Consultant (CMC)	At least five years of experience in the mortgage industry	100 Points

* Points accumulated through combination of work experience, related experience, mortgage-related education, formal education, other designations, industry leadership and participation.

Exam Methodology

Developing and maintaining credible and relevant certification programs requires a significant investment of resources. NAMB is fully committed to ensuring that our certification programs remain the most respected designations in the mortgage brokerage industry. The GMA[®], CRMS[®], and CMC[®] certification exams are the result of a multi-step process that includes the following steps:

1. Conduct a job analysis every 5 years. A job analysis is a survey of

mortgage industry experts to evaluate their level of knowledge and skills necessary for competent performance. (NAMB repeats this step every five years);

2. Develop the exam using the job analysis findings and create exam questions;
3. Re-validate the exam. Review the content of each exam frequently to ensure that questions remain relevant as the profession evolves; and
4. Conduct performance and fairness reviews. Subject-matter experts and psychometricians review all questions extensively and update or remove outdated questions to stay in line with the natural flux of this industry.

Each exam is designed similarly to provide multiple-choice questions based on select subject-matter areas. The GMA[®] exam features 125 questions within seven subject-matter areas, the CRMS[®] exam has 125 questions within five subject-matter areas, and the CMC[®] exam has 200 questions within six subject-matter areas. *Note: Only the CRMS[®] and CMC[®] exams include additional un-scored pre-test items at this time. See respective handbooks for more details.* In all cases, four answer options are provided for each multiple-choice question. There are no “trick” questions. While no points are awarded for incorrect answers, no points are subtracted for incorrect answers either (i.e., incorrect answers have a point value of zero). This means that if you are uncertain of the correct answer, it is advantageous to make an educated guess.

Because these exams don’t measure “academic excellence” but rather competency, they are scored as either pass or fail. The exams are computer-based and are offered at more than 200 exam sites throughout the U.S.

Additional information about the CRMS[®] and CMC[®] exams can be found in separate handbooks available on the NAMB website at www.namb.org.

Examination Development

The findings of the job analysis serve as the foundation for developing the examination specifications. These specifications identify the linkages between the responsibility and knowledge areas and outline the following: (a) the topics covered on the examination, (b) the number of questions per topic area included on each examination, and (c) the cognitive level at which questions for each topic area are written. The examination specifications can be reviewed and adjusted by the Certification Examination Committee, as necessary, to reflect current professional practice, government regulations, etc. The examination form is assembled in accordance with the examination specifications.

Questions on the exam are written by Certified Mortgage Professionals who have been trained in preparing multiple-choice items by Kryterion, Inc. Every 2 years, at least 15 certified professionals are selected to write items for the examination.

Items written are sent to a validation committee where questions are assessed for content, level of difficulty, accuracy, and correctness. Once approved, the question goes to Kryterion for style editing to ensure consistency of question format and to be included in the bank of examination questions.

From that bank, Kryterion prepares a draft examination based on the exam specifications. The exam committee then meets and reviews the draft exam, substituting questions as needed to

further balance and match the content of the examination to the test blueprint.

Pretesting of Items

To enable the addition of new items with proven sound statistical attributes to the active item bank, up to a quarter of new items are pre-tested on the examination form. Pre-test items are not scored. Pre-test items are intermingled among the active items and candidates do not know which items are being the pre-tested. Candidates are notified that a quarter of test items are pre-test items.

Value of Certification

Members seeking certification should know that the benefits of achieving this distinction are far-reaching and will enhance your career and reputation. Certification:

- distinguishes mortgage professionals who have received the highest level of professional knowledge available to them.
- help borrowers select a qualified mortgage professional because certified brokers and loan officers are elite members of the industry. They have shown their dedication to the consumer by obtaining advanced education and demonstrating that they have the skills necessary to provide quality service.
- measures a core body of knowledge shared by competent professionals in the field;
- establishes portable evidence of professional competence, recognized throughout the U.S.; and
- promotes continuing professional development and ensures that certificants stay current with industry trends and changes.

Statement of Non-Discrimination

NAMB does not discriminate against any person on the basis of gender, age, sexual orientation, ethnicity, national origin, religion, disability, or marital status as defined and prohibited by law.

Statement of Confidentiality

A candidate's application and performance on the NAMB Certification examinations shall remain confidential unless otherwise stipulated by the candidate.

- The examination, test questions, and answers contained herein are the exclusive property of NAMB.
- The nature, format, content and results of examinations administered by NAMB and all application materials are considered confidential information and will be treated as such in accordance with policies and procedures adopted by NAMB, unless appropriate permission is obtained or where

otherwise required by law.

- The examination and the items (questions and answers) contained herein are protected by copyright law. This examination may not be copied or reproduced, in part or in whole, by any means whatsoever, including memorization.
- Future discussion or disclosure of the content of this examination, orally, in writing, or by any other means is prohibited.
- Any theft or attempted theft of exam items is punishable to the fullest extent of the law.
- Your participation in any irregularity during this examination including, but not limited to, giving or obtaining unauthorized aid, as evidenced by observation during the exam or by subsequent analysis may result in invalidation of the results of your examination, termination of your candidate status, revocation of your certification, civil liability, criminal prosecution, or other appropriate sanctions.

Release of Certificant and Candidate Contact Information

As stated in the Confidentiality Statement, NAMB honors all documentation of candidates with the upmost confidentiality. In addition, NAMB reserves the right to release contact information of candidates and certificants under the following terms and conditions:

- NAMB's response of a telephonic, faxed, emailed, or written request from an officer, publicity chair, or media volunteer of a not-for-profit association within the field of mortgage brokering, for purposes of acknowledgement and recognition.
- NAMB-Certified individuals in good standing for the purpose of referrals, on the NAMB website and in response to a telephonic, faxed, emailed, or written request.
- NAMB-Certified individuals may exclude their contact information from this release by communicating that preference in writing to NAMB.
- Contact information provided by the results of the NAMB "Find-a-Broker" search engine, or its successor search engine, NAMB-certified individuals in good standing shall be listed in alphabetical order. Within NAMB-certified individuals, the listing priority in the "Find-a-Broker" search engine, or its successor search engine, shall be:
 - CMC
 - CRMS
 - GMA

Please note: The names of failed candidates are confidential and score reports will only be released to the examinee.

- Further, NAMB and its testing agency store, process, and use data collected from application forms and test score reports. Data is stored only to the

extent necessary for processing and validating applications/examination scores and in compliance with related record retention regulations. Under no circumstances will individual data or test scores be shared with any entity outside of NAMB and its testing agency, unless permission is obtained from the candidate or certificant or unless otherwise required by law. NAMB may develop and publish statistical data regarding the exams provided that the identities of the candidates are not divulged.

NAMB Code of Ethics

NAMB seeks to establish and maintain the highest standards of conduct and principles among its members. As applicants, NAMB members should recognize their responsibility for maintaining and promoting ethical practices. All NAMB certification applicants, even those who are not NAMB members, shall abide by NAMB's Code of Ethics, which are as follows:

- **Honesty and Integrity:** NAMB members shall conduct business in a manner reflecting honesty, honor, and integrity.
- **Personal Conduct:** NAMB members shall conduct their business activities in a professional manner. Members shall not pressure any provider of services, goods or facilities to circumvent industry professional standards. Equally, Members shall not respond to any such pressure placed upon them.
- **Honesty in Advertising:** NAMB members shall provide accurate information in all advertisements and solicitations.
- **Confidentiality:** NAMB members shall not disclose unauthorized confidential information.
- **Compliance with Law:** NAMB members shall conduct their business in compliance with all applicable laws and regulations.
- **Disclosure of Financial Interests:** NAMB members shall disclose any equity or financial interest they may have in the collateral being offered to secure a loan.

Lending Integrity Seal of Approval

NAMB saw a need for Hardworking, Professional, Ethical Mortgage Brokers to distinguish themselves from the few bad actors who operate in the mortgage industry. In 2007, the Association launched the Lending Integrity Seal of Approval to allow consumers to easily identify loan originators who have pledged to abide by a National Standard when it comes to a Professional Standards, a Code of Ethics, Continuing Education, and more.

A mortgage professional can only make the Lending Integrity pledge and display the Seal if he or she meets the following criteria:

- Possess current state-issued mortgage broker license or has three letters of reference, including one from a NAMB mortgage broker (if a loan officer).
- Pass a federal criminal background check.
- Complete six hours of continuing education each year, including two hours of ethics training (or equivalent hours over multiple years depending on individual state multi-year licensing cycles). **Note: this requirement is waived for members who hold a valid GMA[®], CRMS[®], CMC[®].**

- Pledge to adhere to the NAMB Code of Ethics and Professional Standards and Professional Standards and Best Lending Practices, and abide by the NAMB grievance review process.

NAMB Membership

If you're not already a NAMB member, consider joining. Established in 1973, NAMB is the only national trade association representing the mortgage broker industry. With members in all 50 states, NAMB promotes the industry through programs and services such as education, professional certification, and government affairs representation. NAMB members subscribe to a code of ethics and best lending practices that foster integrity, professionalism, and confidentiality when working with consumers.

Membership provides you with all of the products and services that associations typically offer along with services specially tailored to the mortgage industry. Some of the benefits of NAMB membership include:

- entrance into NAMB's extensive grassroots member network;
- comprehensive educational opportunities that are reasonably priced and convenient – members pay a reduced fee for certification exams;
- subscription to *News from NAMB*, a weekly online newsletter, and the *National Mortgage Broker Magazine*, published monthly;
- access to consumer educational materials and other communications tools to help you build and sustain relationships with customers; and
- members-only discounts on a wide array of goods and services, including greatly-reduced rates to attend NAMB's annual convention.

How to Join

NAMB is a professional association with individual members, not mortgage companies. We are proud to have reciprocal membership agreements with many affiliated state associations across the country. This means that most of our members join by first contacting their local affiliated state association.

If you live in a state where we have an affiliated state association, you may join NAMB by completing the membership application for that state association. Your state and national dues are collected as a single fee by the state; then, the national portion is forwarded to us. The vast majority of our members are required to join by this method. Please visit the "Member Resources" section on www.namb.org for more information and a complete list of state affiliates.

General Mortgage Associate (GMA®) Certification Exam Information



Section I: Administrative Policies and Procedures for GMA® Certification

Exam Overview

The GMA® is an entry-level certification exam designed as a basic national credential for new residential mortgage professionals. Earning the GMA® signifies that an individual has demonstrated the minimum level of knowledge required to enter the residential mortgage profession.

The exam tests the candidate's knowledge of ethics, rules and regulations of the mortgage industry, the roles and organizations involved in the industry, and the types of products and services offered. While the exam measures a candidate's basic knowledge of the mortgage industry, it does not measure skills or knowledge that would be gained by on-the-job experience. **This exam is open to NAMB members and non-members.** If you're applying for this exam and are not a NAMB member, please visit www.namb.org to find out how you can join.

NAMB created this computer-based exam for individuals who have recently entered the mortgage industry. However, experienced mortgage professionals are also encouraged to take the GMA as a starting point to establish their professional credentials. Kryterion, the contracted testing service provider, is offering this exam through its secure testing system, Webassessor.

NAMB developed the new GMA® examination to help new mortgage professionals demonstrate their knowledge of the industry and their commitment to professionalism. As these professionals gain more experience, they are encouraged to continue on the certification path, next attaining the CRMS® and ultimately the CMC® credentials. NAMB is an active member in the National Organization for Competency Assurance (NOCA), the trade association for the professional certification industry.

Benefits of Becoming a GMA®

In today's competitive market, it's more difficult than ever to stand out from the competition. Attaining the GMA® credential demonstrates a working knowledge of the mortgage industry and distinguishes you from your peers. Consider the following benefits:

Career Rewards:

- The GMA®, CRMS®, and CMC® credentials equate to quality and excellence.
- The opportunity for mortgage professionals to achieve a higher level of professionalism and demonstrate their commitment to a superior level of service to the borrower.
- NAMB's credentials distinguish mortgage professionals who have received the highest level of professional knowledge available to them.
- A valued addition to your resume/CV.
- Certification is an avenue for professional growth and a way for employers to recognize and promote loan officers and mortgage professionals.
- Professional achievement "right out of the gate."

Rewards from NAMB:

- Certificate and lapel pin recognizing you as a certified GMA®
- Authority to use the GMA® credential and logo on letterhead, business cards, and all forms of address
- Access to self-marketing materials including a welcome kit with tools to help differentiate yourself in the market
- Inclusion in NAMB's "Directory of Certified Mortgage Professionals" (found on-line and in the NAMB magazine)
- Priority listing on "Find-a-Broker" search engine
- Opportunity for industry recognition via print and online media communications
- Automatic subscription to "Cert Alert," NAMB's electronic newsletter for certificants and an opportunity to be featured as the "Certificant in the Spotlight"
- Automatic Silver Medallion status including discounts to NAMB conferences and events
- Special recognition at the NAMB national convention
- Listing on banner for Certified Professionals displayed at NAMB events

Personal Rewards:

- Personal confirmation that you've chosen the right career path for yourself
- Confidence in having achieved distinction in one of the most competitive industries in the United States
- Pride at being a part of an organization that supports its members through career growth opportunities
- The opportunity to earn more than uncertified peers

- Demonstration of your commitment to the consumer by obtaining advanced education and demonstrating that they have the skills necessary to provide quality service
- Distinction as a mortgage professional who have received the highest level of professional knowledge available to them
- Confidence in your knowledge and skill

Who Should Take the Exam?

The GMA[®] exam is for mortgage professionals who:

- are new to the mortgage industry;
- have been in the field for sometime, but still accumulating points toward the CMC[®] or CRMS[®]
- possess at least a GED or high school diploma;
- agree to abide by, and has no violations against, the NAMB Code of Ethics; and
- agree to abide by, and has no violations against, NAMB's best-lending practices.

An applicant is not eligible to sit for any of the NAMB Certification examinations if convicted of a felony of a financial nature. Note: a felony conviction is not an absolute bar to apply for certification. Each case will be evaluated individually. If this applies to you, please send a signed letter of explanation and a copy of all pertinent court documents or arrest reports related to the conviction to NAMB Certification.

GMA[®] Exam Application Fee

NAMB members	\$200
Non-members	\$350

NAMB accepts VISA, MasterCard, and American Express. There is an insufficient funds fee of \$25 if your credit card payment is declined.

Please note: All fees and discounts are subject to change and **all fees are non-refundable and nontransferable.** There are no exceptions to this policy.

How to Apply for the GMA[®] Exam

Registering to take the GMA[®] exam is easy. However, if you have any questions, please feel free to contact us: 703-342-5900 (between the hours of 8:30 am and 5:30 pm ET).

To register, go to www.namb.org and click on the Certification tab. Or, go directly to www.webassessor.com/namb. Follow these steps to register.

1. Create an account

- Fill in the information requested to create an account
- Read and click accept to the Attestation statement
- Click Save. You will receive an email that will have your login and

password.

2. Schedule your GMA® Examination

- Click on “Register for an Exam” in the blue bar.
- Select the GMA® Exam
- Select the test center nearest to your home
- Select exam date and time
- Read and click accept to the Attestation statement and click "select"
- View exam information and click "Check out" to pay for the exam. You will receive a test registration email with your scheduled test date, location and time.

3. Login to the System

- Go to www.webassessor.com/namb
- Use the login and password provided in the email. You can edit your account information, find information on your test center, and see your transcript.

Please note: once you have registered the exam, you have one (1) year to take it.

Scheduling Your Exam

Exam reservations are taken on a first-come, first-served basis. Be sure to reserve your date well in advance as test sites reach capacity quickly. Be sure to select alternate dates and times in case your first choice is not available. All test dates are subject to change. Instructions and directions to the test center are provided when you make your reservation.

Important Application Information

Background Check

NAMB reserves the right to perform a criminal history check on all applicants. Note: by submitting an application, you are authorizing NAMB access to your confidential information including employment, academic, and criminal records. This authorization is in effect until permission is revoked in writing. Mail, e-mail, or fax your written request to revoke this permission to:

Certification Department
National Association of Mortgage Brokers
2701 West 15th Street
Suite 536
Plano, Texas 75075

Telephone: 972-758-1151
Fax: 530-484-2906
Email: certification@namb.org

Preparing for the Exam

In preparing for the GMA[®], familiarity with the material contained in the Residential Mortgage Lending course (offered by NAMB or state affiliates) and any other mortgage-related courses may be helpful. This exam does not measure skills or knowledge that would be gained by on-the-job experience. In addition, the following may be helpful as you prepare for the exam:

- An online practice exam which gives candidates the opportunity to become familiar with the format of the test questions and provides an indication of preparedness for the actual exam. The practice exam is a 55-question, multiple-choice tool based on the content outline of the GMA[®]. Once completed, you will be provided with a score report with performance feedback within the seven content areas. There are no prerequisites to take this practice exam.
- Exam specifications, including a content outline, are provided in the table below. You should review each subject area prior to taking the exam.
- Review reference materials related to subject areas as provided in the test specifications below. Materials used during the development of the exam are cited in the Reference List at the end of this handbook. NAMB does not recommend any one source for reference materials; however, you may want to refer to specific sources for help with subjects in which you need additional review.
- Before your scheduled exam date, make sure you know the location of the test site. Know the best way to get there, where parking can be found, and the location of the exam room.

Exam Format

The GMA[®] exam is computer based and contains 125 multiple-choice questions that fall within seven subject-matter areas. Each subject-matter area is weighted to reflect its relative importance to the practice of a mortgage professional who has less than two years of industry experience. To pass the GMA exam, you must answer at least 68% of the exam questions correctly.

Subject-Matter Area	% of Exam Content	# of Items	Sub-Categories
General Industry Knowledge	27	30	Origin of the mortgage industry; markets; government agencies; financial markets; different types of mortgages; appraisals; environmental liability; providing tax related and/or financial advice; knowledge of credit scores, credit reports, and their effect on a loan

Business Practices and Ethics	17	20	Professionalism; business ethics and integrity; handling customer funds; customer/broker relationship; advertising business-to-business and business-to-consumer; contents to a wholesale agreement; fraud
Insurance	6	11	Hazard, Mortgage, Title, and Builders' insurance
Laws and Compliance	16	24	Mortgage and regulatory compliance; real estate law
Residential Financing	19	24	Prequalifying and initial application; processing and underwriting; closing/escrow
Mortgage Technology	5	6	Loan origination; automated underwriting system; web-based services
Marketing and Sales	10	10	Types of marketing; identify market demands; personal business plan

Taking the Exam

The GMA[®] exam questions and answer options are displayed on a computer screen. The computer records your responses and automatically times the exam. You have three hours to complete the exam. You are able to change your answers, skip questions, and flag questions for later review. Your exam will be automatically scored as you complete it; you will know your results before you leave the test site.

You do not need extensive computer experience to take this exam (test site proctors are available to answer questions you may have about the computer's testing system, but they cannot answer any questions about the content of the examination).

The Day of the Exam Checklist

- Arrive *at least 30 minutes* before your scheduled exam time to allow time to register and have your identification verified.
- Bring two forms of identification bearing your name and signature. At least one must be government issued and include a recent photograph. Non-U.S. citizens must bring a valid passport.
- Confirmation of your exam date and time from Webassessor.
- A *financial* calculator (necessary to complete some of the questions).

During the Exam

The following rules are in place to ensure that every test taker has the same opportunity for success while taking this exam; failure to follow these rules may result in dismissal from the testing site and additional sanctions are possible.

- With the exception of a financial calculator, **NOTHING** may be brought into the exam room with you. This includes papers, all books, food,

drinks, bags (including handbags/purses and backpacks) or electronic devices (including cell phones and PDAs/Blackberries).

- Scrap paper and pencils will be provided and collected at the conclusion of the exam.
- You may not leave the exam room without the test proctor's permission.
- You must present your government-issued, photo ID each time you enter the exam room.
- Do not attempt to browse outside your testing window or access the Internet. This will cause your test session to immediately terminate.
- Cheating is not tolerated. Anyone suspected of cheating will be reported and the certification status may be revoked by NAMB.
- Do not provide assistance to or accept assistance from anyone taking the test.
- Do not click the 'Submit' button until you have completed the ENTIRE test.
- Do not remove test materials from the exam room.
- It is not recommended that you take a break during the testing session as this is a timed test and the clock will continue to run during your break.
- Only test takers are permitted in the waiting room.
- You will be asked to take an exit survey as part of your exam.
- There is no smoking or tobacco use in the exam room.

After the Exam

Once you have submitted your exam, you will receive a pass/fail notification which also includes your score report on the computer screen. The score report will provide a break down of the percentage passed in each content area and will include a pass/fail report of the entire exam. For those who successfully pass the CRMS® exam a congratulatory email along with the CRMS logo will be provided and a CRMS® Welcome Packet will be mailed within 3 - 4 weeks of the exam date. For those who fail, an email confirming the score and a re-examination form will be sent via email.

Additional Information

Candidates with Disabilities

If you are unable to take the exam in person because of a disability, you may request a reasonable accommodation by contacting the test center. Please be sure to include all supporting documentation, including a letter from a licensed medical professional who is currently providing you treatment. If you are learning disabled, please also submit a diagnosis of the disability corroborated by psychological testing. NAMB will grant reasonable accommodations on a case-by-case basis to ensure that all candidates have the same opportunities to be tested.

Bad Weather

The exam will be delayed or canceled only in emergencies. If severe weather or a natural disaster makes the test site inaccessible or unsafe, the exam will be canceled and candidates will be notified by the testing center. Exams that are canceled due to bad weather will be rescheduled as soon as possible without additional charge.

Test Security

Before taking the examination, you must agree to the terms listed in the Statement of Confidentiality during the scheduling process. Failure to comply with the terms of the Statement of Confidentiality may result in invalidation of the results of your examination, termination of your candidate status, revocation of your certification, civil liability, criminal prosecution, or other appropriate sanctions.

Canceling, Updates, Arriving Late or Failing to Appear

NAMB makes great efforts to provide you, as the candidate, both quality assurance and the flexibility to cancel or reschedule an exam at your convenience. Due to limited seating, you **MUST** notify NAMB at least three (5) business days *prior to* your scheduled examination appointment. This includes all candidate updates and scheduling issues. If you do not provide the proper notification to reschedule within these guidelines, you will forfeit your entire registration fee.

Rescheduling the Exam

Your rescheduled examination date must still fall within your original one year eligibility period. The fee from your first reservation will be applied to your new examination appointment. Due to limited seating, you **MUST** notify NAMB at least five (5) business days *prior to* your scheduled examination appointment. If you do not reschedule within these guidelines, you will forfeit your entire registration fee. If you wish to re-register at a later date you will be required to submit the applicable fee.

Note: If you arrive late or fail to take your exam as scheduled, you will be considered absent and will forfeit your entire registration fee. In the event of an emergency, please review the emergency policy located directly below.

Emergencies

There are, however, some exceptions to the above guidelines which allow you to reschedule your exam. In the event of an emergency, please contact NAMB occurring within three (3) days of a scheduled examination appointment. You will be allowed to reschedule free of charge once. Note: your new exam date must fall within your original one-year exam eligibility period.

Examples of what NAMB considers to be an emergency include:

- Serious illness, injury or unexpected hospitalization
- Death in the immediate family
- Serious accident
- Court appearance

You may send a letter or email documenting your emergency to the NAMB office no later than three (3) days of a scheduled examination appointment. The request must include official documentation of the emergency (e.g., hospital paperwork, police report, or obituary). NAMB may ask for further documentation as needed.

If it's been longer than three days, you may reschedule the exam at your convenience, however

all paid fees will be forfeited. If you miss your original one-year eligibility period, you must reapply and pay all appropriate fees to sit for the exam.

Retaking the Exam

A candidate who fails the GMA[®] exam may retake it one more time. Candidates must wait at least one month before being eligible to retake the exam and must take the test within the one year exam eligibility period. If you should fail the exam twice, you may reapply after waiting a mandatory one-year waiting period.

Exam Results and Verification of Credentials

For those who successfully pass the GMA[®] exam, please follow the timeline below for verification and use of credentials.

At Exam	You receive a pass/fail notification on the computer screen
Immediately after exam	Score report notification email is sent and score results are available on the secure online system (Webassessor). If successful, you may use the GMA designation in all of your materials at this point.
Within 10 business days of your exam	Receive GMA [®] Welcome Packet, which includes: <ul style="list-style-type: none"> • Congratulatory letter and useful information • Certificate recognizing you as a GMA[®] • GMA[®] lapel pin • <i>How to Promote your Designation</i> booklet

In addition, once you are a certified GMA[®]:

- you are entitled to display the GMA[®] Certification Credential
- your name will be published in NAMB’s “Directory of Certified Mortgage Professionals” (featured on www.namb.org and in the magazine);
- if you are also a NAMB “Professional” member, your name will appear before non-members in the NAMB Find-A-Broker search engine. If you’re not a member, please visit www.namb.org to learn about benefits of membership; and
- automatic Silver Medallion Status entitling you to various benefits including discounted NAMB conference registration fees.

The GMA® certification is valid for three years through December 31st following the date on which the certification exam was passed. For example, if you pass the GMA® exam on May 20, 2009, your certification will be valid through December 31, 2012.

Scoring the Examination

After the examination has been administered, NAMB and its testing service provider execute a detailed statistical analysis of the performance of each item. The data from the analysis, along with candidate comments, are reviewed question-by-question by subject matter experts and measurement specialists to determine if any question might be flawed (e.g. no clear correct answer, more than one correct answer). Flawed questions, if any, are adjusted by accepting 2, 3, or all 4 of the choices as correct responses.

Passing Standards and Equating

The examination is a Pass or Fail examination only. The method used to set the passing score for the examination is in accordance with standard criterion-referenced passing score standards. The passing score is set by the Certification Committee using generally accepted psychometric principles and methods to determine what constitutes a minimally-qualified mortgage professional. Each candidate is measured against a standard of knowledge, not against the performance of other individuals taking the examination.

Currently, NAMB only administers one form for the GMA exam. Whenever examinee volumes permit, equating will be used to maintain the passing standard across different examination forms and to statistically adjust scores, as necessary, to compensate for differences in difficulty across examination forms.

Disciplinary Action

NAMB may take disciplinary action against any certificant who is found guilty of one or more of the following:

- Obtaining certification or a renewing certification through the use of fraud or deceit or assisting another person to do so; or
- Violation of one or more of the provisions in the NAMB Code of Professional Conduct; or
- A criminal conviction of a felony for acts done in connection with activities for which the certification was issued; or
- Unauthorized possession, distribution, or use of any NAMB examination-related materials or assisting another person to do so; or
- Unauthorized use of any registered certification mark or logo owned by NAMB; or
- Failure to cooperate reasonably with a NAMB disciplinary investigation.

If NAMB determines that grounds exist to take disciplinary action against a candidate or a certificant, it may take one or more of the following actions or such other action(s) as NAMB may deem appropriate:

- Deny a candidate’s application for examination or certification, or a certificant’s application for recertification;
- Require a candidate to retake the examination at a time and place to be determined by NAMB;
- Invalidate the examination score of a candidate; require a candidate to wait a specified period of time before reapplying to take the examination; and/or revoke a candidate’s eligibility to sit for future examinations;
- Issue the individual a reprimand;
- Require the individual to engage in remedial education and/or training;
- Suspend a certificant’s certification for a period of time;
- Revoke a certificant’s certification;
- Publish findings and sanctions in NAMB’s publications;
- Notify other legitimately interested parties of NAMB’s findings and disciplinary action.

Revocation of Certification

NAMB reserves the right to revoke a GMA[®] certification if the certificant:

- divulges exam content;
- commits false representation (misrepresents himself or herself, or attempts to take the exam for someone else);
- cheats on the examination;
- violates the NAMB Code of Ethics;
- violates the NAMB Best Business Practices;
- uses the “General Mortgage Associate[®]” or “GMA[®]” credential in a manner which creates the appearance that a business, company, or other group is certified by NAMB;
- otherwise misuses the “General Mortgage Associate[®]” or “GMA[®]” designation;
- pleads guilty to, pleads nolo contendere to, or is found guilty of financial offenses, physically violent offenses, or offenses involving misrepresentation or fraud; and
- fails to satisfy the recertification requirements by the 31st day after the certification expiration date.

Appeal

Candidates and certificants are entitled to appeal determinations made by NAMB. An appeal must be made in writing to the Certification Committee within 30 days of receiving the determination. The written appeal must include the stated appeal, the reason for the appeal

(including relevant supporting materials), and appellant's contact information. The NAMB program director will notify the appellant of the decision within 30 days from receipt of appeal.

Should the Certification Committee grant an appeal on an issue that impacts the eligibility status or examination scores of other candidates, a review or regrading of all those potentially impacted will be automatically conducted. The NAMB program director will notify the individuals of the review or regrading and final decision within 30 days of the decision.

Recertification

The GMA[®] certification is valid for three years. To ensure that NAMB-certified mortgage professionals stay current of changes in the industry and to provide continuing professional development, GMA certificants are required to complete at least 30 hours of mortgage-related continuing education every three years to maintain their certification. To recertify for the next three-year period, submit a completed recertification application, recertification fee of \$150 for members and \$250 for non-members, and documentation of successfully completing the required 30 hours of mortgage-related continuing education to NAMB during the last year of your GMA[®] certification period.

All materials must be received before your current certification expires, so make a note of that date - it is your responsibility to remember when your certification expires. If you don't submit your application before the expiration date, your certification will be suspended for 30 days during which you may still apply for recertification. However, if after 30 days you have not applied your certification will be revoked. If you wish to become certified again, you are welcome to go through the reinstatement process.

Successful recertification depends on submitting a complete application and appropriate fee. Incomplete applications will not be considered.

NOTE: If you hold more than one NAMB Certification, you pay one recertification fee every three years, rather than two or three separate recertification fees.

All NAMB certifications are valid for three years.

Reinstatement

As a NAMB-Certified Mortgage Professional you are required to renew your NAMB certification every three years, through the recertification process. If you do not complete the recertification process within the appropriate timeframe, you are no longer certified and lose the privilege of using the designation.

As a former NAMB-Certified Mortgage Professional, you are eligible to complete the reinstatement process and regain the certification status without retaking the GMA[®] exam. You have 2 years from your expiration date to submit a completed reinstatement application, reinstatement fee of \$500 for members and \$600 for non-members, and documentation of successfully completing the required 30 hours of mortgage-related continuing education to NAMB.

If you miss this reinstatement deadline and wish to become certified again, you are welcome to reapply to take and pass the certification exam again.

REFERENCE LIST

WEBSITES

Appraisal Foundation www.appraisalfoundation.org

Fannie Mae: www.fanniemae.com,
www.efanniemae.com

Fannie Mae Foundation:
www.fanniemae.foundation.org

Freddie Mac: www.freddiemac.com

National Association of Mortgage Brokers:
www.namb.org

National Association of Realtors: www.realtor.com

State and Federal Mortgage Regulations:
www.allregs.com

Code of Federal Regulations:
<http://www.gpoaccess.gov/cfr/index.html>

HUD User Policy Development and Research
Information Center: <http://www.huduser.org>

Housing and Urban Development:
<http://www.hud.gov>

BOOKS

Advertising Managers Handbook,
Robert W. Bly

All About Escrow, 5th Edition, May,
Sandy Gadow

Cityscape A Journal of Policy Development and
Research, US Department of Housing and Urban
Development / Office of Policy Development and
Research

Mortgage Bankers Association of America -
Mortgage Banking Terms, 7th Edition

Mortgage Reference Inc. Quick reference, Jan –
March 2007 Edition, FHLMC Underwriting
Guidelines, pp 26-28

State & Federal Mortgage Banking Regulators
Guide, Robert S. Lotstein, Esq.

Real Estate Finance, John P. Wiedemer, 6th Edition

Real Estate Handbook, 2nd Edition, Ed Seldin and
Boykin Dow Jones

Real Estate Law, 3rd Edition, Frank Gibson, James
Karp, Elliot Klamer

Real Estate Principles, 3rd Edition, Charles Floyd

Residential Mortgage Lending, 2nd Edition,
Michael Dennis

Residential Mortgage Lending, 3rd Edition,
Michael Dennis

A Simple, Decent Place to Live, Millard Fuller

OTHER SOURCES

Code of Federal Regulations

AllRegs, *Fannie Mae Sellers Guide*

AllRegs, *Veterans Administration Handbook*

Fannie Mae Seller / Servicer Guide

Federal Housing Administration - Quick Reference

Fannie Mae Single Family Selling Guide, Part V:
Mortgage and property Insurance. V, Chapter 3:
Hazard Insurance (6/30/02) V, 302: Coverage for
Home Mortgage (03/20/06)

Fannie Mae Quick Reference

*GE Mortgage Insurance Course: Shut the Door on
Fraud.*

Housing Policy Debate, Issues 1, 3, 4

*HP-12C Owner's Handbook and Problem-Solving
Guide*

NAMB Code of Ethics

The Business of Diversity, Fannie Mae

Mortgage Professionals on the Value of NAMB Certification...

"The GMA certification allowed me to increase my income split as well as build credibility with my clients."

**-Greg Freeman, GMA
Loan Officer
20/20 Mortgage
Georgetown, Delaware**

"With so much negative media about our industry in recent months, I believe it is vitally important for mortgage brokers to strive for the utmost in professionalism and ensure that we are knowledgeable about the industry as a whole. As we collectively represent this industry, the best contribution that we can make individually is to continually work towards higher levels of certification and excellence."

**-Justine Assal, CMC
Vice President
ACM Home Loans
Orlando, FL**

"My CRMS has given me the upper hand many times in working with clients who are still shopping rates. Knowing I have higher education requirements and a commitment to providing the most up to date information gives those shoppers a peace of mind they don't find with anyone else. My certification, combined with my NAMB membership does more to convert those shoppers into valued customers than anything else I could do."

**-Shana L. Sowles, CRMS
Vice President
Person to Person Mortgage, Inc
Overland Park, KS**

"The CMC and CRMS designations place me in the top one percent of the mortgage industry. Certification shows that originators are working towards continuous learning, education and training for example, I want my customers to know that I am committed to gaining the knowledge to inform and educate them on the real estate and mortgage industry. I want them to know that I am committed to them as individuals and that I am equipped with the knowledge to put them in a better financial position."

**-Eric A. Parker, CMC, CRMS
President
Third Financial
Akron, Ohio**

"Getting my CRMS Certification has definitely helped grow my business. I have closed loans because of my certification alone! My certification tells my customers I care enough to be among best of the best. My certification, along with NAMB's Code of Ethics and Best Business Practices helps me hold my head higher and stand out in the top one percent of the mortgage industry."

**-Penny Fagan, CRMS
P. Fagan Mortgage, Inc.
Decatur, AL**

“The CRMS designation proves my commitment to the industry and my customers. I have had this designation for over 11 years and it has kept me involved in continued education and updated on industry knowledge. With more education and knowledge I have been respected by customers as their “Go to Person” for financial advice. Having the CRMS next to my name has simply set me apart from other individuals in the industry and opened many profitable doors for me. I would suggest that every loan officer who hopes to be successful in an average market, take the time to invest in this designation.”

**-Laura C. Dantuma, CRMS
President
Prime Investment Mortgage Corp.
Chicago, IL**

“A CMC or CRMS designation will distinguish you from the pack. Everybody else is just talking-the-talk with regard to better serving your customers. With a credential, you’ll be one of the few that is actually walking-the walk.”

**-Gilda Kemp, MBA, CRMS
Branch Manager
Morgan Capital of Arizona, Inc. (FN)
Arizona**

“The CMC designation sets me apart from thousands of mortgage professionals in the United States. I believe this shows my continuing commitment to continued education which I impart to my customers so they may make fully informed financial decisions that will impact their future. As a Certified Mortgage Consultant, my customers can be assured that I deliver exceptional service with honest, open answers and information and that I have a life long goal to provide them with the best tools for their financial success.”

**-Gary N. Smith, CMC
Senior Vice President
Colonial Mortgage & Investment, Inc
Mesa, AZ**

“When I set out to achieve the dual designation of CRMS and CMC my goal was twofold. One was to separate myself from my competition and the other was to promote “added value” to my clients. The designations speak volumes. They show a commitment to excel in my industry and an expertise within. I couldn’t be happier that I made the choice”.

**-Gerald McChesney, CMC, CRMS
President
Mortgage Mentor, Inc.
Austin, TX**