

Credit Management Institute of Ireland

Code of Practice for Members



CMII Code of Practice for Members

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Introduction

Members of the Credit Management Institute of Ireland (CMII) shall be bound by the CMII's Code of Practice ('The **Code**').

The Code sets out the professional and ethical standards required of CMII members. It outlines the duties that members owe to the Institute and to your clients. The Code includes a number of core principles organised into five categories:

Honesty and integrity

Confidentiality

Vulnerable Customers – consumer credit

Complaints

Other responsibilities.

You must behave in an ethical manner to ensure professionalism, honesty, and fairness in all your dealings. Truth and justice are fundamental in all business relationships.

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Principles of the Code

Honesty & Integrity

Members must:

1. Act honestly & with integrity
2. Comply with appropriate laws and ensure regulatory and legal requirements are met.
3. Show skill, care and diligence when conducting your business with both clients and customers.
4. Treat businesses and individuals with whom they deal fairly and transparently.
5. Take into account a customer's circumstances and ability to pay when seeking to recover debts.
6. Have in place robust governance arrangements.
7. Ensure that any communication complies with this Code and is in plain language to the extent comprehension allows.

Confidentiality

- Unless you have a legal duty to do so, you must not disclose any information relating to a client's or customers affairs to a third party without their permission.
- Members must always comply with Data Protection legislation to include but not limited to the General Data Protection Regulation ('GDPR') and the Data Protection Acts 1988-2018 as amended.
- Members should ensure appropriate care is taken to ensure that adequate technical and organisational measures have been deployed to ensure that data is adequately protected.
- Members should take appropriate steps to ensure the accuracy of data processed by them and in particular data relating to individuals and their accounts.

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Vulnerable Customers – consumer credit

Members have additional responsibilities when managing consumer credit. In these situations, members need to consider individual personal circumstances.

- Members should have in place a robust mechanism to identify customers in vulnerable circumstances and/or financial difficulties. Where these customers are identified, or the member has reason to believe the customer is in a vulnerable situation, members must consider appropriate outcomes for those customers.
- Members should consider the categories of vulnerability customers may experience. While broad categories provide indicative considerations, whether or not any individual customer is vulnerable will depend on individual circumstance and must be considered on a case-by-case basis.
- Members should ensure staff are trained to be alert to vulnerability issues and risks and be in a position to address the vulnerability in an appropriate and fair manner such as to encourage the customer to seek independent advice from the state sponsored agencies such as the Money Advice & Budgeting Services ('MABS')
- Members should ensure that they do not put any customer under undue pressure to borrow money to settle their debt.

Complaints

- Members should ensure they maintain an effective complaint and dispute handling procedure, and that they do not operate any unreasonable barriers for customers to submit a complaint or dispute.
- Members should acknowledge receipt of a complaint and advise the timescales for investigation. They should engage with clients and customers to ensure disputes are investigated and dealt with promptly.
- Members must strive to resolve complaints at the earliest opportunity.

This produces a number of benefits, including early resolution for the customer, less resource usage, reduced risk of additional costs, and improved consumer satisfaction.

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Communications

- Members should not use trading styles in communications which are likely to mislead or confuse.
- Members must ensure that communications with borrowers are not aggressive, intimidating or harassing.
- They should consider any statutory requirements which require a particular wording and/or method for sending certain documents or notices.
- They should make clear any costs and charges added to account balances, including the legal or contractual basis for any interest applied.

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Other responsibilities

Our membership is classified across seven groups below. Professional designations awarded by CMII are titles that you may receive to show your level of excellence in your line of work. You can use CMII professional designations if you have completed the requirements set by the Credit Management Institute of Ireland. Your designation may change as you progress your career or embark on education with us.

The designations currently in use are:

Membership	Title	Designation
Student	Student	CMIIS
Member	Member	CMII
Credit Technician	CMII- Credit Technician	CMIIT
Associate	CMII Associate	CMIIA
Credit Practitioner	CMII Practitioner	CMIIP
Honorary Fellow	CMII - Honorary Fellow	CMIIF-Hon
Fellow	CMII -Fellow	CMIIF

Membership categories are subject to change and CMII reserve the right to change or alter this Code of Practice including membership categories from time to time. The most up to date version of the code of conduct will always be available at www.cmii.ie.

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Breaches of this Code of Practice

Allegations of breaches of this Code are to be notified in the first instance by email to executive@cmii.ie. Allegations of breaches will be investigated by the CMII executive. If any investigation identifies serious breaches of this Code by any member, the matter will be referred by CMII executive to a Conduct Committee.