



**SAN DIEGO  
HOUSING  
COMMISSION**

## **First-Time Homebuyer Program Loan Officer Code of Conduct**

The purpose of this Code of Conduct is to ensure that all loan officers participating in the San Diego Housing Commission (SDHC) First-Time Homebuyer Program (FTHB) uphold the highest standards of integrity, professionalism, and fairness. Loan officers play a critical role in supporting homebuyers, many of whom may be navigating the homebuying process for the first time. Adherence to this Code promotes consumer protection, program compliance, and equitable access to housing opportunities.

### **Ethical Standards and Professional Conduct**

Loan officers must: Act with professionalism, honesty, integrity, and transparency in all interactions with SDHC staff, partner organizations and applicants; Provide accurate, complete, and timely information about loan terms, program requirements, and borrower obligations; Avoid any conduct that could be misleading, deceptive, or unfair.

### **Program Compliance**

Loan officers must: Follow all published guidelines, income limits, underwriting criteria, and verification requirements of the FTHB Program. Submit accurate and complete documentation with all program applications; Notify program administrators immediately of any suspected fraud, misrepresentation, or irregularities; Ensure no borrower is steered into ineligible or inappropriate loan products.

### **Communication and Customer Service**

Loan officers must: Provide courteous, respectful, and professional service to SDHC and to all applicants; Explain loan terms, program benefits, risks, and responsibilities in clear and understandable language; Maintain regular communication throughout the loan process and respond to SDHC and applicant inquiries in a timely manner; Ensure applicants understand all required disclosures before proceeding.

SDHC reserves the right to decline loan applications that do not meet program guidelines, and any loan officer acting unprofessionally or using harassing tactics to push an application after a formal decline may have their business relationship terminated by SDHC.

### **Training and Competency**

Loan officers must: Complete all mandatory annual FTHB Program training prior to submitting program applications; Stay current on program updates, regulatory changes, and best practices in lending and consumer protection; Seek clarification from program administrators when program rules or interpretations are unclear.

### **Fair Housing and Non-Discrimination**

Loan officers must: Comply with all federal, state, and local fair housing and lending laws, including, but not limited to, the Fair Housing Act, Equal Credit Opportunity Act (ECOA), and Home Mortgage Disclosure Act (HMDA); Ensure that no applicant is discouraged from applying or treated differently based on protected characteristics; Promote equitable access to the FTHB Program and assist all eligible applicants consistently and impartially.

### **Confidentiality and Data Security**

Loan officers must: Safeguard all personal and financial information in accordance with privacy laws and agency policy; Use applicant data only for legitimate program-related purposes; Prevent unauthorized access, sharing, or misuse of confidential information.

### **Accountability and Enforcement**

Strict penalties may be imposed on any loan officer making a material misstatement, misrepresentation or fraudulent act on documents, emails and/or as part of SDHC's lender portal application submitted to SDHC. Loan officer shall be responsible for all documentation and statements submitted to SDHC by loan officer's support staff. Any negligent material misstatement or misrepresentation in any application, affidavit, certification, or email made in connection with the application for the SDHC's programs may result in the imposition of a) civil liability on the loan officer, including monetary damages, if SDHC suffers any loss because SDHC relied on any misrepresentation that was made on the application, and/or b) criminal penalties on the loan officer including, but not limited to, fine or imprisonment or both under the provisions of Federal law (18 U.S.C. §§ 1001 et seq.). Any loan officer found to have made a material misstatement, misrepresentation or fraudulent act on documents, emails and/or SDHC's lender portal submitted to SDHC will be banned from applying for or working with SDHC programs.

Violation of this Code of Conduct may result in SDHC imposing these sanctions, including but not limited to: removal from the program's approved lender list, suspension or termination of program participation, required corrective actions or retraining, reporting to licensing or regulatory bodies etc.

By signing below, loan officer acknowledges receipt and acceptance of this Code of Conduct and agrees to adhere to its requirements as a condition of participation in the First-Time Homebuyer Program.

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NMLS No.

Phone No.

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Loan Officer:

Company

Email