

# Code of Ethics

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*As a member of the Maryland Vehicle Titling Association, our members subscribe to the following principles and standards. Implicit with this Code is the requirement that MVTA members comply fully with all federal, state, and local laws governing their business.*

## *We Pledge To:*

- . Operate this business in agreement with the highest standards of ethical conduct.*
- . Treat each customer in a fair, open and honest manner, and fully comply with all laws that prohibit discrimination.*
- . Meet the needs of our customers in a knowledgeable and professional manner.*
- . Have a thorough understanding of the services we provide, and empower our employees through continual training.*
- . Represent our services clearly and factually, standing fully behind our warranties, direct and implied, and in all other ways justifying the customer's respect and confidence.*
- . Advertise our services in a positive, factual and informative manner.*
- . Detail charges to assist our customers in understanding our services.*
- . Resolve customer concerns promptly and courteously.*
- . Put our promises in writing and stand behind them.*
- . Not present our business as a division of the MVA in any marketing materials.*
- . Have all material prepped to the best of our ability before submitting to the MVA for approval*
- . Process every transaction permitted through ERT when possible.*
- . Ensure employees wear ID badges at all times upon entering the MVA's branch locations.*

