

# *Table of Contents*

Introduction .....	i
<b>Chapter 1: Market Overview.....</b>	<b>1</b>
Learning Outcomes .....	1
Introduction.....	1
1.1 A Career as a Mortgage Agent.....	1
1.2 Key Participants .....	3
For your information.....	3
Success Tip - Realtors .....	4
1.3 History of the Mortgage Industry in Ontario .....	6
1.4 Market Demographics and Trends .....	10
Population .....	10
Size of the Mortgage Market.....	11
The Average Mortgage Client .....	13
The Average Canadian's Credit.....	14
Pause for clarification – Credit Score.....	14
1.5 The Commercial Mortgage Market .....	15
1.6 Investing in Mortgages .....	17
Private Lending.....	17
Success Tip – Commercial Transactions.....	17
Mortgages as Investments.....	18
Pause for clarification – Power of Sale .....	19
Indirect Investing in Mortgages .....	21
Pause for clarification - Discount .....	21
1.7 Mortgage Associations and Professional Designations .....	22
1.8 Real Estate and Mortgage Institute of Canada Inc. (REMIC).....	23
1.9 Choosing a Brokerage.....	24
1.10 Key Terms and Definitions .....	27
1.11 Review Questions .....	32
Short Answer Questions .....	32
Appendix 1: Schedule 1 Banks.....	33
Appendix 2: Schedule 2 Banks.....	34
Appendix 3: Schedule 3 Banks.....	35
<b>Chapter 2: Basic Mortgage Concepts .....</b>	<b>37</b>
Learning Outcomes .....	37
Introduction.....	37
2.1 What is a Mortgage? .....	38
Definition .....	38

2.2	What is a Mortgage Broker? .....	38
	Pause for clarification - Title .....	38
2.3	The Mortgage Contract .....	39
	Borrower Covenants .....	39
	Lender Covenants .....	40
	The Standard Charge Terms .....	41
2.4	Mortgage Registration Documentation .....	41
2.5	Mortgage Ranks.....	45
2.6	Why is Mortgage Financing Needed?.....	45
2.7	The Purposes of Using a Mortgage.....	46
	Success Tip – Home Buyer’s Program (HBP) .....	46
2.8	Conventional and High Ratio Mortgages .....	47
	Success Tip – Home Buyer’s Tax Credit (HBTC) .....	47
	High Ratio Mortgage.....	48
	Pause for clarification – Self-Insured Lender .....	48
	Conventional Mortgage.....	49
2.9	Key Terms and Definitions .....	50
2.10	Review Questions .....	52
	Short Answer Questions .....	52

## **Chapter 3: Advanced Mortgage Concepts.....53**

	Learning Outcomes .....	53
3.1	Financial Components of a Mortgage.....	53
	The Face Value .....	53
	The Term.....	53
	The Amortization .....	54
	The Interest Rate.....	54
	The Compounding Frequency of the Interest Rate .....	54
	Payment Amount.....	54
3.2	Types of Mortgage Products .....	55
	The Partially Amortized, Blended Constant Payment Mortgage – <i>Fixed</i> Rate.....55	
	The Partially Amortized, Blended Constant Payment Mortgage – <i>Variable</i> Rate ..56	
	The Partially Amortized, Blended Variable Payment Mortgage – <i>Variable</i> Rate....60	
	Success Tip – Determining a borrower’s Needs .....	60
	The Interest Only Mortgage .....	61
	For your information... Interest Rates.....	61
	The Home Equity Line of Credit (HELOC) .....	63
	The Interest Accruing Mortgage.....	63
	The Reverse Mortgage.....	64
	The Straight Line Principal Reduction Mortgage .....	65
	The Graduated Payment Mortgage.....	65
3.3	Mortgage Options.....	66

Prepayment Options .....	66
Fully Open .....	67
Partially Open .....	67
Calculating the Prepayment Penalty .....	67
Closed Mortgage Prepayment Option .....	68
Periodic Payment Increase .....	69
Success Tip – Defining a “Closed Mortgage” .....	69
Accelerated Mortgage Payment .....	70
Lump Sum Payments .....	73
Success Tip – Payment Frequency .....	73
Extended Amortization .....	74
Cash Back Option .....	76
Combined or Bundled Option .....	76
Portability Option .....	78
Assumability Option .....	78
3.4 Key Terms and Definitions .....	79
3.5 Review Questions .....	83
Short Answer Questions .....	83

#### **Chapter 4: Property Ownership in Ontario ..... 84**

Learning Outcomes .....	84
4.1 Property .....	84
Real Property .....	84
Personal Property .....	84
4.2 Ownership .....	84
4.3 Estates in Land .....	85
Fee Simple Estate .....	85
Leasehold Estate .....	85
4.4 Condominium Ownership .....	85
4.5 Encumbrances .....	86
Mortgages .....	86
Easements .....	86
Restrictive Covenants .....	86
Building Schemes .....	87
4.6 Co-Ownership of Real Property .....	87
Tenancy in Common .....	87
Joint Tenancy .....	87
4.7 Judgments and Liens .....	88
Judgments .....	88
Liens .....	88
4.8 Key Terms and Definitions .....	89
4.9 Review Questions .....	91

Short Answer Questions .....	91
<b>Chapter 5: Regulation and Legislation .....</b>	<b>92</b>
Learning Outcomes.....	92
Introduction.....	92
5.1 The Regulator: FSCO.....	93
The Commission.....	93
Pause for clarification – Disclosure.....	93
Pause for clarification – Regulate .....	93
Financial Services Tribunal (Tribunal).....	94
The Superintendent and Staff .....	94
Summary of the <i>Act</i> and <i>Regulations</i> .....	94
5.2 Activities that are Regulated.....	96
5.3 Licensure.....	97
Four Licenses.....	97
Restrictions.....	97
Exemptions to Licensure .....	97
Pause for clarification – Licensure .....	97
Pause for clarification – Corporations, Partnerships and Sole Proprietorships.	97
Pause for clarification – Vendor Take Back .....	98
Getting and Keeping a License .....	99
Having a License Issued by FSCO .....	99
FSCO's Public Registry .....	99
Prohibited Activities .....	100
Pause for clarification – Prohibited Activities .....	100
Compliance and Enforcement.....	101
Pause for clarification – Trust Funds .....	101
Pause for clarification – Administrative Penalties.....	102
Having a License Suspended or Revoked by FSCO.....	103
5.4 The Mortgage Brokerage License .....	104
Licensing Requirements (Sections 1 – 3, Regulation 408/07).....	104
Suitability for Licensing (Sections 1 – 3, <i>Regulation 408/07</i> ).....	105
Standards of Practice ( <i>Regulation 188/08</i> ) .....	105
Pause for clarification – Errors and Omissions Insurance (E & O) .....	105
Public Relations.....	106
Complaints Process.....	106
Customer Relations .....	106
Return of Documents (Section 17, <i>Regulation 188/08</i> ) .....	106
Information about the Brokerage .....	107
Fees and Payments.....	107
Duties in Particular Transactions .....	108
Disclosure.....	108

Policies and Procedures .....	108
Record Keeping.....	109
Reverse Mortgages .....	109
Compliance Review .....	110
5.5 The Mortgage Agent License .....	110
Standards of Practice .....	111
5.6 The Mortgage Broker License .....	112
5.7 The Principal Broker.....	113
5.8 The Mortgage Administrator License.....	113
5.9 Summary.....	114
5.10 External Resources.....	114
5.11 Key Terms and Definitions .....	115
5.12 Review Questions .....	120
True or False Questions .....	120
Short Answer Questions .....	120
Appendix 1: FSCO Organizational Chart as of August 19, 2009.....	122

## **Chapter 6: Transaction Overview .....123**

Learning Outcomes .....	123
Introduction.....	123
6.1 Who is the Client? .....	123
6.2 The Role of the Mortgage Agent as Advisor.....	124
Lender Assumptions .....	124
Pause for clarification – Finder’s Fee.....	125
Borrower Assumptions.....	126
Success Tip – Act in the Best Interests of the Client.....	127
Success Tip – Service is the Key .....	128
Success Tip – Stay up to Date on Lender’s Products .....	128
6.3 The Steps in a Brokered Transaction .....	129
Success Tip – Adopt the Four borrower Assumptions .....	129
Pause for clarification- Origination Software .....	130
Pause for clarification - Appraisal .....	131
Pause for clarification – Amortization Schedule .....	132
6.4 Key Terms and Definitions .....	134
6.5 Review Questions .....	136
Short Answer Questions .....	136

## **Chapter 7: Insurance in the Mortgage Industry.....137**

Learning Outcomes .....	137
Introduction.....	137
7.1 Mortgage Default Insurance .....	137
What is Mortgage Default Insurance?.....	137

Background .....	137
How Mortgage Default Insurance Works.....	138
Programs.....	139
Default Management Programs (also known as “workout options”) .....	148
Success Tip – Purchase Plus Improvements Program .....	148
7.2 Mortgage Creditor and Life Insurance .....	149
What Is Mortgage Creditor Insurance? .....	149
What Is Life Insurance? .....	150
Success Tip – Partner with a Professional.....	151
What Insurance Is Best For Your Client? .....	152
7.3 Property Insurance.....	153
What Is Property Insurance? .....	153
Why Is It Necessary?.....	153
Types of insurance .....	153
7.4 Title Insurance .....	156
What is Title Insurance? .....	156
Types of Policies .....	156
Solicitor’s Opinion on Title vs. Title Insurance – A Comparison .....	158
Pause for clarification – Solicitor’s Opinion on Title .....	158
The Cost of Title Insurance.....	159
Making a Claim on a Title Insurance Policy .....	159
The History of Title Insurance .....	159
Providers of Title Insurance .....	160
Success Tip – Suggest title insurance to your clients .....	160
7.5 Errors and Omissions Insurance .....	161
What is Errors and Omissions insurance (E&O)? .....	161
7.6 Key Terms and Definitions .....	163
7.7 Review Questions .....	170
Short Answer Questions .....	170
<b>Chapter 8: Calculating a Mortgage Payment.....</b>	<b>171</b>
Learning Outcomes .....	171
Introduction.....	171
8.1 The Components of a Mortgage Payment.....	171
8.2 Interest Rates.....	175
8.3 Converting an Interest Rate .....	178
Pause for clarification – Equivalent Interest Rates.....	178
Pause for clarification – “E” in your display .....	179
Pause for clarification – Rounding Interest Rates .....	181
8.4 Calculating a Mortgage Payment .....	184
Pause for clarification – Rounding a Mortgage Payment .....	186
Success Tip - N .....	186

8.5 Advanced Mortgage Calculations .....	187
Changing a Component of the Mortgage .....	187
Pause for clarification – Term's affect on a Mortgage Payment .....	187
Accelerating a Mortgage.....	188
Calculating the Outstanding Balance (OSB) of a Mortgage .....	188
Pause for clarification - Rounding Outstanding Balances .....	190
Calculating the prepayment penalty on a partially open mortgage .....	193
3 Months' Interest Penalty .....	193
Interest Rate Differential .....	194
Success Tip – Practice!.....	195
8.6 Key Terms and Definitions .....	196
8.7 Review Questions .....	198
Short Answer Questions .....	198

## **Chapter 9: Attracting a Client ..... 199**

Learning Outcomes .....	199
Introduction.....	199
9.1 The Impact of Regulation and Legislation.....	200
Regulation .....	200
Legislation .....	202
<i>Regulation 187/08: Mortgage Brokers and Agents: Standards of Practice</i> .....	202
Pause for clarification – Advertising Standards Canada .....	202
<i>Regulation 188/08: Mortgage Brokerages: Standards of Practice</i> .....	203
Misleading, Deceptive and False Advertising.....	204
Advertising Tips – Competition Bureau of Canada.....	206
9.2 Mission and Vision Statements.....	207
9.3 Business Cards .....	208
Standard Business Cards .....	208
Unique forms of business cards.....	209
9.4 Networking.....	210
Success Tip – Business Cards .....	210
9.5 Marketing/Advertising .....	211
The Marketing/Advertising of Intangibles or Services .....	211
Success Tip - Networking .....	211
Marketing: the Art of Differentiation.....	212
Success Tip – Make the Phone Ring!.....	214
9.6 Database Marketing .....	215
9.7 Referrals.....	215
Success Tip – Getting family and friends' mortgages .....	216
9.8 Key Terms and Definitions .....	217
9.9 Review Questions .....	219
Short Answer Questions .....	219

<b>Chapter 10: First Contact .....</b>	<b>220</b>
Learning Outcomes .....	220
Introduction.....	220
10.1 The Initial Telephone Call .....	220
Pause for clarification – Call Scripts .....	221
10.2 Incoming Call Script .....	222
Tips for Success .....	224
10.3 Outgoing Cold Call Script .....	225
Pause for clarification – Cold Calls .....	225
10.4 Key Terms and Definitions .....	227
10.5 Review Questions .....	228
Short Answer Questions .....	228
<b>Chapter 11: The Initial Consultation.....</b>	<b>229</b>
Learning Outcomes .....	229
Introduction.....	229
11.1 Required Documentation.....	230
Documentation for all Transactions.....	230
Specific Documentation for a Purchase .....	230
Specific documentation for a Refinance, Equity take-Out and Switch .....	231
11.2 File Creation.....	231
File Checklist .....	231
File Worksheet.....	233
Success Tip – Is your Client Working with Someone Else? .....	233
Client Objectives (i.e. improve cash flow; lower the interest rate, etc.).....	234
11.3 Meeting the client .....	235
First Impressions .....	235
The Client's Home .....	235
Pause for clarification – Open-Ended Question .....	235
The Mortgage Agent's Office .....	236
Pause for clarification – Decision Maker.....	236
Another Outside Location .....	237
11.4 Identity Verification .....	237
11.5 The Application Form .....	238
Tips for a Complete Application .....	241
Section-by-Section Application Analysis .....	242
Pause for clarification – Co-Applicants and Guarantors.....	243
11.6 Determining the Applicant's Needs.....	249
11.7 Key Terms and Definitions .....	252
11.8 Review Questions .....	254
Short Answer Questions .....	254

<b>Chapter 12: Application Analysis – Borrower Documents.....</b>	<b>255</b>
Learning Outcomes .....	255
Introduction.....	255
12.1 Fraud and Forgery .....	255
12.2 Income Documentation .....	256
T4A.....	256
Success Tip - SIN.....	258
T4 .....	259
Success Tip – EI Premiums.....	262
Success Tip – Income Tax Rates .....	263
Job Letter .....	264
Paystub .....	267
Notice of Assessment (NOA).....	269
Business License.....	270
Financial Statements .....	271
12.3 Property Documentation.....	274
Multiple Listing Service (MLS) .....	274
Agreement of Purchase and Sale .....	275
12.4 Other Documentation .....	281
Gift Letter.....	281
Property Assessment.....	282
Mortgage Statement .....	284
Tax Bill .....	286
Sample Tax Bill.....	286
Condominium Status Certificate .....	287
Sample Status Certificate .....	287
Certificate of Independent Legal Advice (ILA).....	290
Sample Certificate of Independent Legal Advice.....	291
12.5 Insurance Documentation .....	292
Creditor Insurance Application.....	292
Sample Creditor Insurance Application .....	293
12.6 Summary.....	296
12.7 Key Terms and Definitions .....	297
12.8 Review Questions .....	299
Short Answer Questions .....	299
<b>Chapter 13: Application Analysis – Application Ratios.....</b>	<b>303</b>
Learning Outcomes .....	303
Introduction.....	303
13.1 Loan to Value Ratio (LTV).....	303
Pause for clarification – The “/” character .....	303
Calculating the LTV of a 1 <sup>st</sup> Mortgage .....	304

Pause for clarification – Converting Decimals to Percentages .....	304
Calculating the LTV of a 2nd Mortgage.....	305
Calculating the LTV of Additional Mortgages .....	306
Using the LTV to Calculate a Maximum Mortgage Amount.....	306
<b>13.2 Gross Debt Service (GDS) and Total Debt Service (TDS) Ratios .....</b>	<b>307</b>
Calculating the Gross Debt Service Ratio (GDS) .....	307
Pause for clarification - Heat.....	308
Pause for clarification – Frequency of Payments in GDS.....	308
GDS and Second Mortgages .....	309
Success Tip – If GDS is above Industry Standard .....	309
Calculating the Total Debt Service Ratio (TDS) .....	310
Success Tip – If TDS is above Industry Standard.....	314
<b>13.3 Determining the Maximum Mortgage Amount .....</b>	<b>315</b>
<b>13.4 LTV, GDS and TDS Quick Reference Guide .....</b>	<b>316</b>
<b>13.5 Key Terms and Definitions .....</b>	<b>317</b>
<b>13.6 Review Questions .....</b>	<b>318</b>
<b>Chapter 14: Application Analysis – Borrower Credit.....</b>	<b>320</b>
Learning Outcomes .....	320
Introduction.....	320
<b>14.1 Credit Bureaus .....</b>	<b>320</b>
<b>14.2 Credit Reports.....</b>	<b>321</b>
Interpreting a Credit Report .....	330
Success Tip – Question Discrepancies .....	333
Success Tip - Collections .....	334
Success Tip - Notes .....	334
Success Tip – Questioning Credit Issues .....	335
<b>14.3 Credit Scores and Analysis .....</b>	<b>336</b>
Understanding a Credit Score.....	336
Items that affect a Credit Score .....	338
<b>14.4 Key Terms and Definitions .....</b>	<b>340</b>
<b>14.5 Review Questions .....</b>	<b>342</b>
Short Answer Questions .....	342
<b>Chapter 15: Application Analysis – The Property .....</b>	<b>343</b>
Learning Outcomes .....	343
Introduction.....	343
<b>15.1 Appraisal Basics.....</b>	<b>343</b>
The Appraiser .....	343
Accreditations.....	344
The Appraisal .....	345
The Value of a Property.....	346

15.2 Calculating the Market Value of a Property .....	346
15.3 The Types of Appraisals.....	349
Desktop Appraisal (also referred to as a Sales Data Report).....	350
Drive-by Appraisal .....	350
Full Appraisal.....	350
15.4 Key Terms and Definitions .....	358
15.5 Review Questions .....	360
Short Answer Questions .....	360

## **Chapter 16: Choosing a Lender.....361**

Learning Outcomes .....	361
Introduction.....	361
16.1 Types of Lenders .....	361
Prime Mortgage Lending .....	362
Sub-Prime Mortgage Lending (also referred to as “Self-Insured” Lending) .....	362
The Private Mortgage Market .....	363
Success Tip – Sub-Prime Lenders .....	363
16.2 Understanding Lender Guidelines .....	364
Product Sheets .....	364
Rate Sheets.....	366
Success Tip – If You’re Unsure... .....	366
16.3 Choosing a Lender .....	367
Pause for clarification – Loyalty or Points Program.....	367
16.4 Key Terms and Definitions .....	368
16.5 Review Questions .....	370
Short Answer Questions .....	370

## **Chapter 17: Submitting the Application and Obtaining a Commitment....371**

Learning Outcomes .....	371
Introduction.....	371
17.1 Submitting the Application.....	371
Success Tip – Only Submit to One Lender .....	371
17.2 Investor/Lender Disclosure.....	373
What must be disclosed.....	373
Terms and conditions of the proposed mortgage.....	374
Borrower information .....	374
Property information .....	375
Fees and payments .....	375
The role of the brokerage .....	375
Role of the brokerage – sample clauses.....	376
Relationship between brokerage, borrower and others.....	376
Conflicts of interest.....	376

Risks .....	376
How disclosure must be made.....	377
When disclosure must be made.....	377
17.3 The Commitment Letter.....	378
17.4 A Declined Application .....	382
17.5 Key Terms and Definitions .....	383
Conditions .....	383
UFFI (Urea formaldehyde foam insulation).....	383
17.6 Review Questions .....	385
Short Answer Questions .....	385
<b>Chapter 18: Borrower Disclosure .....</b>	<b>386</b>
Learning Outcomes .....	386
Introduction.....	386
18.1 Borrower Disclosure .....	387
What must be disclosed.....	387
Fees and Payments .....	387
Fees and Payments - sample clauses .....	388
Relationship between brokerage and lender.....	388
Relationship between brokerage and lender – sample clauses .....	388
Role of the brokerage.....	388
Role of the brokerage – sample clauses.....	389
Number of lenders represented during the previous year .....	389
Number of lenders dealt with in the previous year – sample clause.....	389
Conflicts of interest.....	389
Conflicts of interest – sample clauses.....	389
Risks .....	390
Risks – sample clauses .....	390
Terms and Conditions .....	392
Terms and Conditions – sample clauses .....	392
Estimated costs .....	392
Estimated costs – sample clauses.....	393
Cost of borrowing .....	393
Pause for clarification – The Cost of Borrowing: Dollars and Cents .....	393
APR – included and excluded items .....	394
Pause for clarification – Calculating the APR/Cost of Borrowing.....	394
Disclosure - Fixed Interest Mortgage for a Fixed Amount .....	395
Disclosure - Variable Interest Mortgage for a Fixed Amount .....	396
Disclosure - Line of Credit .....	397
Disclosure - Credit Card Applications .....	398
Disclosure - Credit Cards .....	399
Disclosure after Amendment to a Mortgage.....	400

Disclosure - Renewal of a Mortgage.....	400
Disclosure - Offer to Waive Payment.....	401
Disclosure - Cancellation of Optional Services .....	401
How disclosure must be made.....	402
When disclosure must be made.....	402
18.2 Sample Borrower Disclosure .....	403
Case Study – Fixed rate mortgage .....	403
18.3 Borrower Disclosure Checklist.....	411
18.4 Summary.....	412
18.5 Key Terms and Definitions .....	413
18.6 Review Questions .....	414
True or False Questions .....	414
Short Answer Questions .....	414
<b>Chapter 19: Closing the Transaction .....</b>	<b>415</b>
Learning Outcomes .....	415
Introduction.....	415
19.1 Estimating Closing Costs .....	415
Common closing costs.....	415
19.2 Electronic Land Registration .....	420
Success Tip – Closing Cost Worksheet.....	420
19.3 The Closing Process .....	421
Pause for clarification - Subsearch .....	422
19.4 The Interest Adjustment Date (IAD).....	424
19.5 Key Terms and Definitions .....	429
19.6 Review Questions .....	430
Short Answer Questions .....	430
Appendix 1: Acknowledgment and Direction .....	431
Appendix 2: Document Registration Agreement (DRA) .....	433
Appendix 3: Closing Costs Worksheet .....	435
<b>Chapter 20: Contract Law .....</b>	<b>436</b>
Learning Outcomes .....	436
Introduction.....	436
20.1 What is a contract? .....	436
20.2 The Elements of a Valid Contract.....	437
The Offer .....	437
Acceptance of the Offer.....	437
Intention to Create a Legal Relationship .....	437
The Legal Capacity to Enter into a Contract .....	438
Legality Requirements .....	438
Exchange of Consideration.....	439

20.3 Contractual Defects.....	439
Misrepresentation .....	439
Duress.....	440
Undue Influence .....	440
Unconscionable Acts .....	440
Mistake.....	440
20.4 Contractual Rights.....	441
Privity of Contract .....	441
Vicarious Performance .....	441
Assignment.....	442
20.5 Discharging a Contract.....	442
Performance.....	442
Agreement.....	443
Right.....	444
Frustration .....	444
Operation of Law .....	445
20.6 Breach of Contract and Contractual Remedies .....	445
Damages .....	445
Specific Performance.....	445
Substantial Performance .....	445
Quantum Meruit.....	446
Injunction .....	446
Rescission.....	446
20.7 Key Terms and Definitions .....	448
20.8 Review Questions .....	451
Short Answer Questions .....	451

<b>Chapter 21: Mortgage Remedies .....</b>	<b>452</b>
Learning Outcomes .....	452
Introduction.....	452
21.1 Power of Sale.....	452
Power of Sale Process .....	453
21.2 Foreclosure and other Remedies .....	456
Foreclosure .....	456
Other Remedies .....	457
Working with the Lender .....	457
Success Tip – If your client is about to miss a payment.....	457
21.3 Key Terms and Definitions .....	458
21.4 Review Questions .....	459
Short Answer Questions .....	459

<b>Chapter 22: Mortgage Fraud .....</b>	<b>460</b>
Learning Outcomes .....	460
22.1 What is Mortgage Fraud? .....	460
22.2 Types of Mortgage Fraud .....	461
Fraud for Criminal Activities .....	461
Fraud for Profit.....	462
Fraud for Shelter.....	464
22.3 The Impact of Mortgage Fraud .....	465
22.4 Fraud Prevention.....	466
Steps in Fraud Prevention .....	466
Fraud Warning Signs .....	467
22.5 The Land Titles Assurance Fund.....	468
22.6 Advice for Clients .....	468
22.7 Key Terms and Definitions .....	470
22.8 Review Questions .....	472
Short Answer Questions .....	472
<b>Chapter 23: Ethics and Mortgage Brokering .....</b>	<b>473</b>
Learning Outcomes .....	473
Introduction.....	473
23.1 What is “ethics”? .....	473
23.2 The “core values or beliefs” of the mortgage industry.....	473
Borrower Assumptions.....	474
Lender Assumptions.....	474
23.3 The Decision Making Model .....	476
23.4 Case Study 1 .....	477
23.5 Case Study 2 .....	481
23.6 Conclusion.....	483
23.7 Key Terms and Definitions .....	484
23.8 Review Questions .....	485
Short Answer Questions .....	485
Table of Figures.....	486
Index.....	488