



**Nationwide Mortgage Licensing System
Testing and Education
Standards and Rules of Conduct - Complaint Form**

Purpose - This form is to be used only to file a formal complaint against a course provider, test taker, or education participant who may be in violation of the NMLS Standards and Rules of Conduct. Please consult the NMLS Resource Center for information regarding Standards and Rules of Conduct and the Administrative Action Procedures.

Directions - Complete this form in its entirety, providing as many details as possible, and mail or fax it to the following address:

VP, National Mortgage Testing and Education Programs
1129 20th St, N.W., 9th Floor
Washington, DC 20036
Fax: (202) 296-1928

Section I. Contact Information

The NMLS staff or the Mortgage Testing and Education Board may wish to contact you regarding your complaint. Please provide your contact information.

Salutation: Mr. <input type="checkbox"/> Ms. <input type="checkbox"/> Mrs. <input type="checkbox"/>		Other:	
First Name:	Middle Initial:	Last Name:	
Street Address:			
City:		State:	Zip:
Home Phone:		Work Phone:	
Email:			
What is the best way to contact you? Phone <input type="checkbox"/> Mail <input type="checkbox"/> Email <input type="checkbox"/>			
What is the best time to contact you? Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Evening <input type="checkbox"/>			

Section II. Type of Violation

Which section of the Standards or Rules of Conduct do believe was violated (check all that apply):	
<u>Education</u> <input type="checkbox"/> Business and Marketing Standards <input type="checkbox"/> Consumer Protection & Service Standards <input type="checkbox"/> Ethical Standards <input type="checkbox"/> Other	<u>Testing</u> <input type="checkbox"/> Fraud or Misrepresentation <input type="checkbox"/> Providing or Receiving Assistance on the Test <input type="checkbox"/> Misuse of Study Materials <input type="checkbox"/> Misconduct During the Test or at the Test Center <input type="checkbox"/> Other

Section III. Organization or Individual Accused of Violating the Standards

Organization / Individual Name:		
If this is a complaint against a course provider, have you tried to resolve your complaint with the individual or company? Yes <input type="checkbox"/> No <input type="checkbox"/>		
If Yes, When?	How: Phone <input type="checkbox"/> Mail <input type="checkbox"/> In Person <input type="checkbox"/> Other <input type="checkbox"/>	
Contact Person:	Title of Contact Person:	

Describe, in detail, how the individual or company violated the NMLS Standards and Rules of Conduct. Please include names, dates, location, and times as applicable. *Be as complete as possible in your description.* Please include any *documentation* related to your complaint such as computer screenshots or emails.

I certify that the information provided on, or with, this form is true and correct to the best of my knowledge.

Signature: _____

Date: _____