

Code of Professional Conduct

The *Code of Professional Conduct*, as stated below, articulates the professional and ethical principles and values of the Third Party Administrators' Association of Canada. The Code forms the basis for the professional conduct of all its members and also serves to enlighten the public of the standards of professionalism and ethical conduct for which members are to be responsible and accountable. The Code is designed to encompass such values as integrity, competence, responsibility and trust.

All member companies have a responsibility to ensure they are familiar with this Code of Professional Conduct, understand its application to their professional conduct, and strive to adhere to its principles and values. Furthermore, members should also be familiar with other sources of information that will assist them in making informed professional decisions. These include the laws, regulations, and policies professionally relevant to their industry sector.

Member companies are accountable to both the public and their peers, and as members of the Association are subject to the complaints and membership review procedures of the Association. Violations of this Code do not automatically imply legal liability. In the event of a complaint from peers or the public, the Association will conduct a peer review. A peer review is intended to enable the Association to provide guidance to its members where possible.

AS A CONDITION OF MEMBERSHIP IN THE THIRD PARTY ADMINISTRATORS' ASSOCIATION OF CANADA, ALL MEMBER COMPANIES AGREE TO ADHERE TO THE ASSOCIATION'S CODE OF PROFESSIONAL CONDUCT, AS STATED BELOW.

- 1) All Member Companies will act to uphold the ideals and objectives of the Third Party Administrators' Association of Canada as set out in the *Application for Membership* and the Association's by-laws.
 - 2) All Member Companies will hold our profession in high esteem and strive to enhance its prestige.
 - 3) All Member Companies must act with honesty, trustworthiness and integrity.
 - 4) All Member Companies must protect client confidentiality.
 - 5) All Member Companies must act in their clients' best interests at all times.
 - 6) All Member Companies must act in a manner that reflects positively on the TPA industry and on other members of the Association.
 - 7) All Member Companies must disclose to their clients, and prospective clients, any and all information that may affect the member's ability to provide services and/or advice to its clients.
 - 8) All Member Companies must fulfill the needs of their clients to the best of their ability.
 - 9) All Member Companies must strive to perfect the skills of their employees and increase their employees' knowledge through continuing education.
 - 10) All Member Companies must keep informed with respect to applicable laws and regulations and observe them in the practice of their profession.
 - 11) All Member Companies must cooperate with others whose services are constructively related to meeting the needs of their mutual clients.
 - 12) All Member Companies must ensure all client funds collected and/or held by the member company are used for the express purpose for which the funds are collected and/or held as understood by the client.
 - 13) All Member Companies must fully disclose to each client the terms of engagement and the services to be rendered to that client.
-