

The ARMS Group is a member of the Associated Credit Bureaux NZ Incorporated and the Australian Collectors Association.



Code of Ethics and Operating Procedures

All members of the ACB are bound to comply with the Code of Ethics, and members should be able to demonstrate that their actions comply with the Code. Compliance with the Code of Ethics depends mainly on Member's acceptance of their responsibility to act ethically and their voluntary actions to meet that responsibility, secondarily on reinforcement by other Members and public opinion and ultimately on disciplinary proceedings.

Members Responsibilities

- **Integrity:** Members should be straightforward, honest and sincere in their business relationships and relationships with other Members. Members should compete in a fair and honourable manner, and never publicly attack the reputation of a competitor.
- **Objectivity:** Members should be impartial, honest and free of conflicts of interest. They should be fair and not allow prejudice or bias to override their objectivity.
- **Professional Behaviour:** Members should conduct themselves in a manner consistent with the good reputation of the ACB. No Member shall do any act or make any omission in the course of carrying on its business or in any other circumstances that is likely to discredit that Member or any other Member or the ACB or bring the ACB or the credit/collection industry into disrepute, whether or not that act or omission is specifically referred to in any provision of this Code.
- **Confidentiality:** Members should respect the confidentiality of information acquired in the course of their work. They should not disclose that information to a third party without specific authority, except where industry practice permits or in accordance with industry codes of practice or unless there is a legal or other duty to disclose.
- **Dealings with clients:** Members must follow all lawful instructions given by clients and should seek such further instructions that may be required as circumstances dictate. Members must ensure that clients are made aware of all available options, and are kept informed of all contact with debtors.
- **Take care when accepting a client:** Members must not knowingly accept accounts for action from individuals or firms which engage in questionable or improper business practice or whose accounts cannot be sustained by proper documentation.
- **Dealings with debtors:** Members must -
 - (a) Show due consideration for the misfortunes of debtors, make them aware of agencies available to them for assistance, and cooperate with recognised community counselling services.
 - (b) Conduct and contract with debtors in a reasonable manner, not misrepresent amounts owing and not employ any deceptive practices, adopt any standover tactics or harassment or misrepresent to debtors any legal remedies that may be available to the client.
 - (c) Make telephone and personal calls on debtors only during hours and with such frequency as is reasonable.

Operating Procedures and Practice

- **Business names and details:** Members must conduct business under a designation, business name or identification that does not mislead creditors, customers or the general public. Members must not knowingly misrepresent qualifications, capacity, experience or abilities.
- **Provide efficient and effective services:** Members should provide efficient and effective services in the business areas in which the Member represents that it operates. Members should state clearly the services which are to be performed in each particular case and the basis on which they are provided.
- **Subcontracting to another Member:** When receiving subcontracting work from another Member for a particular client, the subcontractor must not approach that client without the approval of the instructing Member.
- **Independence:** In all phases of work. Members should be independent and be seen to be independent.
- **Familiarity and Compliance with Legislation:** Members should ensure that they and all of their personnel are familiar with the laws applying to the areas of work they undertake - debt collecting, credit reporting, process serving, repossession, private investigations and related services - and that they comply with the law.
- **Operate a trust account:** Members must operate a trust account for monies received on behalf of clients and account to clients at least monthly for all monies received in the preceding month - if a Member receives a non-transferable cheque made payable to a client, the Member must promptly deliver the cheque to the client. Unless arrangements to the contrary are agreed in writing with the client.