



*FPAM Member's  
Code of Ethics  
and  
Professional  
Responsibility*

## **FPAM MEMBER'S CODE OF ETHICS AND PROFESSIONAL RESPONSIBILITY**

### **VISION STATEMENT**

To establish financial planning as a nationally recognized profession through the promotion of global standards of excellence in financial planning for the benefit of all Malaysians.

### **APPLICABILITY OF THE CODE OF ETHICS AND PROFESSIONAL RESPONSIBILITY**

FPAM's Code of Ethics and Professional Responsibility reflect members' recognition of their responsibilities to the public, clients, colleagues and employers.

The principles expressed in the Code are applicable to all individual members of FPAM.

## **FPAM MEMBER'S CODE OF ETHICS AND PROFESSIONAL RESPONSIBILITY**

### **Principle 1 – Client First**

#### **Place the client's interests first.**

Placing the client's interests first is a hallmark of professionalism, requiring the member to act honestly and not place personal gain or advantage before the client's interests.

### **Principle 2 – Integrity**

#### **Provide professional services with integrity.**

Integrity requires honesty and candor in all professional matters. Members are placed in positions of trust by clients, and the ultimate source of that trust is the member's personal integrity. Allowance can be made for legitimate differences of opinion, but integrity cannot co-exist with deceit or subordination of one's principles. Integrity requires the member to observe both the letter and the spirit of the Code of Ethics.

### **Principle 3 – Objectivity**

#### **Provide professional services objectively.**

Objectivity requires intellectual honesty and impartiality. Regardless of the services delivered or the capacity in which a member functions, objectivity requires members to ensure the integrity of their work, manage conflicts and exercise sound professional judgment.

### **Principle 4 – Fairness**

#### **Be fair and reasonable in all professional relationships. Disclose and manage conflicts of interest.**

Fairness requires providing clients what they are due, owed or should expect from a professional relationship, and includes honesty and disclosure of material conflicts of interest. It involves managing one's own feelings, prejudices and desires to achieve a proper balance of interests. Fairness is treating others in the same manner that you would want to be treated.

### **Principle 5 – Professionalism**

#### **Act in a manner that demonstrates exemplary professional conduct.**

Professionalism requires behaving with dignity and showing respect and courtesy to clients, fellow professionals, and others in business-related activities, and complying with appropriate rules, regulations and professional requirements. Professionalism requires the member, individually and in cooperation with peers, to enhance and maintain the profession's public image and its ability to serve the public interest.

## **Principle 6 – Competence**

**Maintain the abilities, skills and knowledge necessary to provide professional services competently.**

Competence requires attaining and maintaining an adequate level of abilities, skills and knowledge in the provision of professional services. Competence also includes the wisdom to recognize one's own limitations and when consultation with other professionals is appropriate or referral to other professionals necessary. Competence requires the member to make a continuing commitment to learning and professional improvement.

## **Principle 7 – Confidentiality**

**Protect the confidentiality of all client information.**

Confidentiality requires client information to be protected and maintained in such a manner that allows access only to those who are authorized. A relationship of trust and confidence with the client can only be built on the understanding that the client's information will not be disclosed inappropriately.

## **Principle 8 – Diligence**

**Provide professional services diligently.**

Diligence requires fulfilling professional commitments in a timely and thorough manner, and taking due care in planning, supervising and delivering professional services.