

NYAMB'S Continuing Education Expectation & Policy

1 ATTENDANCE POLICY

In person attendance is Mandatory to receive credits for this course. Students who arrive late or leave early will not be permitted to take the course.

- Students are required to provide a government photo id number at the time of registration and present the SAME Government photo i.d. at the time of check in on site. Students without I.D. will not be permitted to participate in the class.
- The exact name and nmls provided on the registration MUST match the exact name and nmls as it appears with your registration & license at the NMLS.
- Each Student is required to check in prior to class wearing a mask, answer standard covid-19 screening health questions, have their temperature taken, wear a mask at all times, and adheres to social distancing protocols.

2 GENERAL POLICY

- Active participation is required in this course. Students are expected to be actively engaged with the material, listen to and follow the directions of the facilitator (instructor), participate in group discussions and activities, and complete all student activities as assigned.
- Students are expected to be respectful when interacting with the instructor and other students in the classroom and refrain from inappropriate language or derogatory comments.
- Students must adhere to the NMLS Student Code of Conduct. All students will be required to review the policy on site. A student signature attesting to the fact that the policy has been read will be required.

3 REGISTRATION POLICY

- No refunds or credits are issues for no shows . A credit for a request to attend an alternative date and location for a CE Class within the same year will be issued for cancellations that are received in writing at least 7 business days prior to the scheduled class. No exceptions!
- Returned checks are subject to additional bank and service fees and may result in the non-completion of your 11 Hour Course.

- Pre-Registration is required. No-Walk-in registrations are permitted
- Confirmations & receipt of payment will be emailed to each student at the completion of your on-line registration through the NYAMB website www.nyamb.org

4 POST-COURSE POLICY

- Each student will be required to complete a class/instructor post-course survey prior to receiving their course completion certificate.
- Certificate of completion is granted to each pre-registered student at the end of the 11 hour course that has successfully met all the requirements as outlined in the NYAMB's expectations & Policy Guideline. On-Site/Walk-in Students who have successfully met all these requirements will receive their certification of completion within 10 business days from the date of the course completion provided the correct student information was provided to the NYAMB at registration.
- It is the responsibility of the Course Provider (NYAMB) to record student completions to the NMLS for all students who have successfully met all the requirements of this course. Recordings to the NMLS are done within/up to 10 business days prior to the completion date of the course. Students will receive a direct correspondence from the NMLS.

5 CONTACT INFORMATION FOR QUESTIONS

If you have questions of the course provider or need information on how your license appears at the NMLS the below information is for your reference:

CONTACT THE COURSE PROVIDER: NYAMB

By email: etella@teammgmtsvs.com

Due to high call volume during this busy season, we ask that you please email all inquiries to etella@teammgmtsvs.com If you have an urgent question that has not been answered in this document and you must speak to an NYAMB customer service representative (CSR) please email us your request and provide a phone number that you will be available at within 24 hours and one of our CSR's will call you back.

CONTACT THE NMLS:

Your NMLS# number is the number you were given when you registered with the NMLS. Do NOT supply your Broker Owner's NMLS#. For questions relating to the Nationwide Mortgage Licensing System (NMLS), please contact the NMLS Call Center at (240) 386-4444 OR VISIT THEIR WEBSITE AT <http://mortgage.nationwidelicingsystem.org/Pages/default.aspx>