



Inappropriate Client Behaviour – Recommended Reaction

Your Board of Directors has sought legal advice regarding the appropriate method of dealing with clients who exhibit inappropriate behaviour. You are asked to familiarize yourself with the following recommendations and to respect them implicitly.

1. Do not publicize the situation in any formal way including, but not limited to:
 - a. Newspapers;
 - b. Flyers; or
 - c. Emails to other Members.
2. You may verbally advise colleagues in your area of the situation but caution them about the necessity of maintaining confidentiality.
3. Do not contact any insurance company to discuss the situation or the individual.
4. Advise the Association Office or Executive Director of the occurrence and provide as much detail as possible.
5. The NBMA will consult with counsel and will advise any insurers or other agencies that should be made aware of the situation.”