



IAMTrusted Industry Partner Program

The IAMTrusted Industry Partner (ITIP) Program is built on the same foundation of trust as the IAM's Validation Program in IAMX. Over two-thirds of IAM's membership have voluntarily submitted to a Validation process that requires back-up documentation for each of their claimed industry qualifications. These verified documents proving their membership, compliance and quality qualifications are available for review at any time by their industry peers. The result is the formation of a select group of IAMX-Validated service providers and suppliers that are trusted worldwide.

This commitment to trust, professional service and ethical business practices is the basis for the IAMTrusted Industry Partner Program. Powered by the IAM Issue Resolution System, the ITIP Program is your assurance that issues and disputes among IAM Members will be resolved in a fair, timely and efficient manner.



IAMTrusted Industry Partner Agreement

This Agreement lists the requirements that IAM industry partners must adhere to as a condition of earning and maintaining their **IAMTrusted Industry Partner** designation. These requirements are as follows:

1. It has been in continuous legal operation under its current legal structure and operating name for at least 4 years.
 - a. Not applicable to ITIP Branch Companies in the same country as the Parent ITIP
2. A Principal of the **IAMTrusted Industry Partner** has taken the **IAMTrusted Industry Partner Overview** course and agreed to abide by the terms and conditions of the **IAMTrusted Industry Partner Agreement**.
3. It has demonstrated a commitment to professionalism and continual improvement by having at least one staff member of the company earn and maintain in good standing the **IAMTrusted Industry Partner Specialist** (ITIPS) designation.
 - a. ITIP Branch Companies may share a Group ITIPS to meet this requirement:
 - i. 1 to 5 branch offices – 1 Group ITIPS
 - ii. 6 to 10 branch offices – 2 Group ITIPS
 - iii. 11 to 20 branch offices – 3 Group ITIPS
 - iv. 21+ branch offices – 5 Group ITIPS
4. It complies with all licensing, regulatory, insurance and bonding requirements for the applicable jurisdictions and specific product/service lines which it advertises and provides.
5. It has provided documentation of its written data privacy and protection policy that conforms to the principles set forth in the IAM Code of Ethics.
6. It will respond promptly and completely according to the IIRS Guidelines to any issues, disputes or complaints filed against it.
7. It will comply in a timely and complete manner with any judgment resulting from an issue referred by IAM Staff to its established resolution processes in the RPP Operating Rules and Regulations and IAM Procedures for Dispute Resolution and Ethics Enforcement.

8. An IAMTrusted Industry Partner must pay the debts it has incurred. Listing on the IAM Alleged Debtor List shall result in the immediate removal of IAMTrusted Industry Partner status.
9. An IAMTrusted Industry Partner may not hold current shipments hostage as a means of collecting past debts. It may not withhold service unless a requirement for pre-payment of the particular services has been predetermined and agreed.
10. IAMTrusted Industry Partner credentials will be documented, reviewed, and validated through the IAMX Validation system.