



# CERTIFIED CLAIMS PROFESSIONAL ACCREDITATION COUNCIL, INC.

## Code of Professional Responsibility September 1984

### Preamble

A Certified Claims Professional is a person informed by experience and tempered by knowledge of laws and procedures in handling freight claims. The certification of professional status attests to this knowledge and experience, but beyond these attributes the Claims Professional realizes that his work requires attention to the responsibility he owes to his employers, to the people with whom he works, and to the people that may be his temporary adversaries. To the end that there be a guide to him of the high level of these responsibilities this Code has been adopted.

#### **I. Loyalty**

A Certified Claims Professional shall render to his employer the highest standard of loyalty, keeping all matters coming before him in course of his work in the utmost confidence, where requested.

#### **II. Professional Competence**

A Certified Claims Professional shall continuously strive to increase his knowledge and competence in the freight claims management field.

#### **III. Continuing Education**

A Certified Claims Professional is encouraged to give of his time and energy to increase knowledge in freight claims management by his colleagues. He is further encouraged to respond when asked to teach, lecture and write about this field.

#### **IV. Conduct**

A Certified Claims Professional shall conduct himself with integrity. He shall avoid false or evasive statements, either oral or written, and shall deal fairly with his employer and his colleagues.

#### **V. Claim Settlement Standards**

Certified Claims Professional shall conduct his daily work, whether preparing and filing claims, or reviewing and settling claims, with an eye to the facts of record, and shall base his decisions on those facts as applied to the law. He shall neither bow to intimidation or duress nor be swayed by friendship or persuasion. He shall be ruled by fair-minded consistency as long as the facts known to him are known by him to be true.

## **VI. Adherence To Corollary Codes Or Canons**

Adherence to codes or canons of ethics of professional responsibility adopted for members of other professions such as attorneys, accountants, engineers, Interstate Commerce Commission Practitioners and the like shall be equivalent to adherence to this Code of Professional Responsibility except as this Code addresses specialized training or more stringent responsibilities covered by other codes or canons.

## **VII. Adoption by the Certified Claims Professional**

A Certified Claims Professional shall agree to be governed by this Code of Professional Responsibility when he accepts certification and knows that violation or breach of this Code will result in decertification. Decertification will be in accordance with the By-Laws of the Certified Claims Professional Accreditation Council, Inc., as from time to time in force or as amended.

## **VIII. Application of this Code**

This Code shall be applicable to the conduct of all persons certified by this Council, as well as to all non-certified persons who are members of the Council, of the Board of Governors, of Council Committees or who serve as officers or proctors of CCPAC examinations.

Adopted on May 16, 1982, and amended on September 22, 1984.