



ARIZONA ASSOCIATION OF CERTIFIED PROCESS SERVERS

Code of Conduct and Ethics



Arizona Association of Certified Process Servers

Code of Conduct and Ethics

Rules and Applicable Laws. The certified process server shall perform all services and discharge all obligations in accordance with current Arizona and federal law, Arizona Rules of Civil Procedure, administrative orders and the applicable code section as adopted by the Arizona Supreme Court governing the certification of process servers.

- a. The certified process server shall promptly file an affidavit of service or certificate of service or return the unserved documents.

Skills and Knowledge. The certified process server shall demonstrate adequate skills and knowledge to perform the work of a certified process server, and shall seek training opportunities to maintain professional competency and growth.

- a. The certified process server has an obligation to have knowledge and keep informed to all current and applicable laws and rules regarding the service of process.
- b. The certified process server has a responsibility to maintain a working knowledge of proper modes of service.
- c. The certified process server shall possess the necessary verbal and written communication skills sufficient to perform the certified process server role.
- d. The certified process server shall manage service proficiently. Skills required include those necessary to perform the service, maintain records, and communicate with the client in a timely fashion.
- e. The certified process server shall keep the client reasonably informed about the status of the service and promptly comply with reasonable requests.
- f. The certified process server shall ensure all affidavits and certificates prepared by the certified process server are complete, accurate and understandable and are timely filed with the court.
- g. The certified process server shall attend Supreme Court-approved continuing education classes or participate in approved continuing education forums annually as per the applicable rules and regulations set forth for certified process servers.

Professionalism. The certified process server shall exercise the highest degree of professionalism in all interactions with clients, the party located, and all others they come in contact with during the service. The certified process server shall utilize professional judgment and discretion at all times.

- a. The certified process server shall handle all legal documents with care and maintain required records in an organized, professional manner.
- b. The certified process server should act as a mentor to assist an inexperienced certified process server for the purpose of increasing skill level and successful service of process.
- c. The certified process server shall abstain from providing or offering to provide legal advice.

- d. The certified process server shall not violate any rules adopted by the Arizona Supreme Court or conduct themselves in a manner that would reflect adversely on the judiciary, the courts, or other agencies involved in the administration of justice.
- e. The certified process server shall respect the confidentiality of information and shall preserve the clients' confidences; this duty outlasts the employment of the certified process server.
- f. The certified process server shall maintain a professional appearance at all times.
- g. The certified process server shall be courteous and polite in all dealings and shall abstain from using profanity, vulgarity, or derogatory remarks in contact with others.
- h. The certified process server shall never attempt to decide the merits of a lawsuit. The certified process server shall never engage in any unnecessary discussions regarding the action being served with the persons receiving service. It is only necessary for the certified process server to explain the general nature of the served papers.
- i. The certified process server shall know the protocol for service of process in a court building before proceeding with service and shall take appropriate steps to avoid impairing security, or creating a security issue in a court building, or interfering with judicial proceedings.

Ethics. The certified process server shall perform services in a manner consistent with legal and ethical standards.

- a. The certified process server, having located the sought-after party or persons receiving process for those persons intended for service, shall perform the service of process in a professional manner, at all times utilizing sound judgment and avoiding rudeness and unprofessional conduct.
- b. The certified process server shall present service in a nonjudgmental manner.
- c. The certified process server shall not misrepresent the certified process server's qualifications, capabilities, fees, or any other information relating to the role of the certified process server.
- d. The certified process server shall not utilize certification in any manner to gain access to information or services for purposes other than those of the Certified Process Server Program.
- e. The certified process server shall maintain the best interests of the client by maintaining a high standard of work and reporting to the client the full facts determined as a result of the work and effort expended, whether they are advantageous or detrimental to the client.

- f. The certified process server shall owe a duty of professionalism, honesty, and candor to the party for whom process is being served and also to the party being served.
- g. The certified process server shall be honest and truthful in all dealings with all persons while engaged in any activity related to the service of process.

Respect for the Association.

- a. The certified process server shall show respect for the Association, its Board Members and Officers, and its Committee Heads and Committee Members in all interactions and communications.
- b. The certified process server shall respect the formal processes established for the operation of the Association.
- c. The certified process server shall maintain the highest level of civility and professionalism in attendance at any Association function and while representing the Association in any capacity.
- d. The certified process server shall show respect for the Association's guests, guest speakers, and other invitees.
- e. The certified process server shall continuously strive to improve the various benefits and services offered by the Association.
- f. The certified process server shall continuously strive to augment the value and worth of the service of process through professionalism, knowledge, and integrity.
- g. The certified process server shall be honest and truthful in all dealings with the Association, its Board Members and Officers, its Committee Heads and Committee Members, and its Members.

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