



MLS RULES AND REGULATIONS

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CALREDD RULES

1. AUTHORITY

CALREDD is a service of California MLS, Inc. (“CALMLS”) for use by its Participants and Subscribers as a Multiple Listing Service (hereinafter referred to as “CALREDD” or “MLS” or the “service”), which shall be subject to the bylaws of CALMLS and such rules, policies and regulations as may be hereinafter adopted by the CALMLS Board of Directors (hereinafter “CALMLS Board of Directors”).

2. PURPOSE

A Multiple Listing Service is a means by which authorized MLS Broker Participants establish legal relationships with other Participants by making a blanket unilateral contractual offer of compensation and cooperation to other Broker Participants; by which information is accumulated and disseminated to enable authorized Participants to prepare appraisals, analyses and other valuations of real property for bonafide clients and customers; by which Participants engaging in real estate appraisal contribute to common databases; and is a facility for the orderly correlation and dissemination of listing information among the Participants so that they may better serve their clients, customers and the public. Entitlement to

compensation is determined by the cooperating broker's performance as a procuring cause of the sale or lease.

3. MULTIPLE LISTING SERVICE FORUMS

CALREDD shall be governed by the CALMLS Board of Directors in accordance with the CALMLS bylaws and such rules, policies and regulations as adopted by the CALMLS Board of Directors. The CALMLS Board of Directors will host regular Multiple Listing Service Forums to announce proposed changes to the CALREDD rules, polices and regulations and to receive input from Participants, Subscribers and Authorized Providers.

4. PARTICIPATION AND AUTHORIZED ACCESS

4.1 Participant. A Participant is any individual who applies and is accepted by the MLS, meets and continues to meet all of the following requirements of either a Broker Participant or an Appraiser Participant as defined below in sections 4.1.1 and 4.1.2.

4.1.1 Broker Participant. A Broker Participant is a Participant who meets all of the following requirements:

- (a) The individual or corporation, for which the individual acts as a broker/officer, holds a valid California real estate broker's license;
- (b) The individual is a principal, partner, corporate officer, or branch office manager acting on behalf of a principal;
- (c) The individual or corporation for which the individual acts as a broker/officer offers and/or accepts compensation in the capacity of a real estate broker;
- (d) The individual has signed a written agreement to abide by the rules and regulations of the service in force at that time and as from time to time amended;
- (e) The individual pays all applicable MLS fees;
- (f) The individual has completed any required orientation program of no more than eight (8) classroom hours within thirty (30) days after access has been provided.

Mere possession of a broker's license is not sufficient to qualify for MLS participation. Rather, the requirement that an individual or firm "offers and/or accepts compensation" means that the Participant actively endeavors during the operation of its real estate business to list real property of the type listed on the MLS and/or to accept offers of cooperation and compensation made by listing brokers or agents in the MLS. "Actively" means on a continual and on-going basis during the operation of the Participant's real estate business. The "actively" requirement is not intended to preclude MLS participation by a Participant or potential Participant that operates a real estate business on a part time, seasonal, or similarly time-limited basis or that has its business interrupted by periods of relative inactivity occasioned by market conditions. Similarly, the requirement is not intended to deny MLS participation to a Participant or potential Participant who has not achieved a minimum number of transactions despite good faith efforts. Nor is it intended to permit an MLS to deny participation based on the level of service provided by the Participant or potential Participant as long as the level of service satisfies state law.

The key is that the Participant or potential Participant actively endeavors to make or accept offers of cooperation and compensation with respect to properties of the type that are listed on the MLS in which participation is sought. This requirement does not permit an MLS to deny participation to a Participant or potential Participant that operates a Virtual Office Website ("VOW") [See Section 12.19] (including a VOW that the Participant uses to refer customers to other Participants) if the Participant or potential Participant actively endeavors to make or accept offers of cooperation and compensation. An MLS may

evaluate whether a Participant or potential Participant “actively endeavors during the operation of its real estate business” to “offer and/or accept compensation” only if the MLS has a reasonable basis to believe that the Participant or potential Participant is in fact not doing so. The membership requirement shall be applied on a nondiscriminatory manner to all Participants and potential Participants.

4.1.2 Appraiser Participant. An Appraiser Participant is a Participant who meets all of the following requirements:

- (a) The individual holds a valid California appraisers certification or license;
- (b) The individual is a principal, partner, corporate officer, or branch office manager acting on behalf of a principal;
- (c) The individual has signed a written agreement to abide by the rules and regulations of the service in force at that time and as from time to time amended;
- (d) The individual pays all applicable MLS fees; and
- (e) The individual has completed any required orientation program of no more than eight (8) classroom hours within thirty (30) days after access has been provided.

4.1.3 Redundant Participant Qualifications. Participant type (Broker or Appraiser) must be selected during application for participation. A Participant with both a California Real Estate Broker’s license and a California Appraiser’s certification or license must join as a “Broker Participant” to be a listing broker under Section 4.7 or a cooperating broker or selling broker under Section 4.8.

4.2 Subscriber. A Subscriber is an individual who applies and is accepted by the MLS, meets and continues to meet all of the following requirements of either a Real Estate Subscriber or Appraiser Subscriber as defined below in Sections 4.2.1 and 4.2.2:

4.2.1 Real Estate Subscriber. A Real Estate Subscriber is a Subscriber who meets all of the following requirements:

- (a) The individual holds a valid California real estate salesperson’s or broker’s license;
- (b) The individual is employed by or affiliated as an independent contractor with a Broker Participant;
- (c) The individual has signed a written agreement to abide by the rules and regulations of the service in force at that time and as from time to time amended;
- (d) The individual pays all applicable MLS fees; and
- (e) The individual has completed any required orientation program of no more than eight (8) classroom hours within thirty (30) days after access has been provided.

4.2.2 Appraiser Subscriber. An Appraiser Subscriber is a Subscriber who meets all of the following requirements:

- (a) The individual holds a valid California real estate appraisers certification or license;
- (b) The individual is employed by or affiliated as an independent contractor with an Appraiser Participant;
- (c) The individual has signed a written agreement to abide by the rules and regulations of the service in force at that time and as from time to time amended;
- (d) The individual pays all applicable MLS fees; and
- (e) The individual has completed any required orientation program of no more than eight (8) classroom hours within thirty (30) days after access has been provided.

4.2.3 Redundant Subscriber Qualifications. Subscriber type, real estate or appraiser, must correlate to the Participant type. A Subscriber who is both a California Real Estate Licensee and a California certified or licensed appraiser must join as a Real Estate Subscriber, unless their employing or affiliated Participant is an Appraiser Participant.

4.3 Membership in MLS; Authorized Provider. A Participant may apply for access to CALREDD through any participating Association of REALTORS® or regional MLS (“Authorized Provider”). A Subscriber may apply for access to the CALMLS through any Authorized Provider, provided that the Subscriber’s Participant has joined CALREDD through any Authorized Provider. A Subscriber and Participant may join CALREDD through different Authorized Providers.

4.4 Clerical Users. Clerical Users are individuals (whether licensed or unlicensed) under the direct supervision of an MLS Participant or Subscriber that perform only administrative and clerical tasks that do not require a real estate license or an appraiser’s certificate or license. Clerical Users shall be linked in the system to at least one Participant. The Participant shall be responsible for the conduct of the Clerical User. Each Participant and Subscriber shall provide the MLS with a list of all Clerical Users employed by or affiliated as independent contractors with the Participant or Subscriber and shall immediately notify the MLS of any changes, additions or deletions from the list. Clerical Users may join CALREDD through the Authorized Provider of their employing Participant or Subscriber. Clerical Users shall also meet the following requirements:

- (a) Clerical Users shall sign a written agreement to abide by the rules and regulations of CALREDD; and
- (b) Clerical Users shall complete any required orientation program of no more than eight (8) classroom hours within thirty (30) days after access has been provided.

4.5 Notification of Licensees. Each Participant shall provide the MLS with a list of all real estate licensees or certified or licensed appraisers employed by or affiliated as independent contractors with such Participant or with such Participant's firm and shall immediately notify the MLS of any changes, additions or deletions from the list. This list shall include any licensees under any broker associate affiliated with the Participant.

4.6 Participation Not Transferable. Participation in CALREDD is on an individual basis and may not be transferred or sold to any corporation, firm or other individual. Any reimbursement of MLS fees is a matter of negotiation between those transferring the business or determined by internal contract arrangement within the firm. However, providing the first Participant consents, the MLS shall allow a firm to designate a different person as a Participant within the firm without additional initial participation fees. The MLS may charge an administrative fee for this service of reassigning Participants within a firm.

4.7 Listing Broker Defined. For purposes of these CALREDD rules, a listing broker is a Broker Participant who is also a listing agent as defined in Civil Code § 1086 who has obtained a written listing agreement by which the broker has been authorized to act as an agent to sell or lease the property or to find or obtain a buyer or lessee. Whenever these rules refer to the listing broker, the term shall include the Real Estate Subscriber or a licensee acting for the listing broker but shall not relieve the listing broker of responsibility for the act or rule specified.

4.8 Cooperating Broker or Selling Broker Defined. For purposes of these CALREDD rules, a cooperating broker or selling broker is a Broker Participant who is also a selling agent as defined in Civil Code Section 1086 who acts in cooperation with a listing broker to accept the offer of compensation and/or subagency to find or obtain a buyer or lessee. The cooperating broker or selling broker may be the agent of the buyer or, if subagency is offered and accepted, may be the agent of the seller. Whenever these rules refer to the cooperating broker or selling broker, the term shall include the Real Estate Subscriber or licensee acting for the cooperating or selling broker but shall not relieve that Broker Participant of responsibility for the act or rule specified.

4.9 Appraiser Defined. For purposes of these CALREDD rules, an appraiser is an Appraiser Participant, Appraiser Subscriber, or a licensed or certified appraiser acting for the Appraiser Participant or

Appraiser Subscriber. Whenever these rules refer to the appraiser, the term shall also include the Appraiser Subscriber or a licensed or certified appraiser employed by or affiliated as an independent contractor with the firm that employs the appraiser but shall not relieve that Appraiser Participant of responsibility for the act or rule specified.

4.10 Denied Application. In the event an application for participation in the MLS is rejected by the MLS, the applicant, and his or her broker, if applicable, will be promptly notified in writing of the reason for the rejection. The broker shall have the right to respond in writing, and to request a hearing in accordance with the *California Code of Ethics, CALREDD Rules and Arbitration Manual*.

5. MLS FEES AND CHARGES

5.1 Service Fees and Charges. Each Authorized Provider shall establish a schedule of MLS fees applicable to the MLS, which may include the following service fees and charges:

5.1.1 Initial Participation and/or Application Fee: Applicants for MLS services may be assessed an initial participation and/or application fee.

5.1.2 Recurring Participation Fee: The recurring participation fee of each Broker Participant shall be an amount times the total number of (1) the Broker Participant plus (2) the number of salespersons who have access to and use of the MLS, whether licensed as brokers or salespersons, who are employed by or affiliated as independent contractors with such Participant or the Participant's firm. If more than one principal broker in the same firm elects to be a Participant, the number of salespersons in the firm will only be used once in calculating the recurring participation fees. A Broker Participant is not obligated to pay recurring participation fees or other MLS fees and charges for real estate licensees affiliated with the Participant or the Participant's firm if such licensees work out of a branch office of the Participant or the Participant's firm that does not participate in or otherwise use the MLS.

The recurring participation fee of each Appraiser Participant shall be an amount times the total number of (1) the Appraiser Participant plus (2) the number of appraisers who have access to and use of the MLS, who are employed by or affiliated as independent contractors with such Participant or the Participant's firm. If more than one principal appraiser in the same firm elects to be a Participant, the number of appraisers in the firm will only be used once in calculating the recurring participation fees. An Appraiser Participant is not obligated to pay recurring participation fees or other MLS fees and charges for licensed or certified appraisers affiliated with the Participant or the Participant's firm if such appraisers work out of a branch office of the Participant or the Participant's firm that does not participate in or otherwise use the MLS.

5.1.3 Certification of Nonuse. Participants may be relieved from payment under section 5.1.2 hereunder by certifying in writing to the MLS that a licensed or certified person in the office is engaged solely in activities that do not require a real estate license or certification (clerical, etc.), or that the real estate licensee or licensed or certified appraiser will not use the MLS or MLS compilation in any way. In the event a real estate licensee or appraiser is found in violation of the nonuse certification, the Participant shall be subject to all MLS fees dating back to the date of the certification. The Participant and Subscriber may also be subject to any other sanction imposed for violation of the CALREDD rules including, but not limited to, a citation and suspension or termination of participation rights and access to the service.

5.1.3 Clerical Users. Clerical Users may be assessed application fees, computer access fees and other fees. The Participant for the Clerical User shall be responsible for all such fees.

5.1.8 Other Fees. Other fees that are reasonably related to the operation of the MLS may be adopted.

5.2 Responsibility for Fees. If the Authorized Provider allows for direct billing or payment by a Subscriber for MLS fees, such fees shall be the obligation of that Subscriber regardless of whether such Subscriber becomes affiliated with a different Participant. If the Authorized Provider does not allow for direct billing or payment by a Subscriber for MLS fees, such fees shall be the responsibility of the Participant with whom the Subscriber was affiliated with at the time the MLS fees were incurred. This section does not preclude in any way the ability of Participants to pursue reimbursement of MLS fees from current or past Subscribers or to establish agreements with Subscribers regarding payment or reimbursement of MLS fees.

6. NONPAYMENT OF MLS FEES

6.1 Nonpayment of MLS Fees. If MLS fees, fines, charges or other amounts owed the MLS are not paid within one month after the due date, the nonpaying Participant and/or Subscriber's MLS services shall be subject to suspension until such outstanding amounts are paid in full. The MLS may suspend MLS services under this section provided the MLS gives the Participant and/or Subscriber at least twenty (20) calendar days prior notice of the proposed suspension date. Such notice may be included with the original billing statement for MLS fees, fines or charges or any time thereafter. In the event the amounts owed remain unpaid for three months after the due date, the nonpaying Participant and/or Subscriber's MLS services shall automatically terminate regardless if notice of such termination is given.

6.2 Disputed Amounts. If a Participant and/or Subscriber disputes the accuracy of amount owed, the Participant and/or Subscriber may request a hearing before the Board of Directors. In order to request such a hearing, the Participant and/or Subscriber must first pay the disputed amount in whole, which may be refunded in whole or part in accordance with the Board of Directors' determination. Hearings under this section shall be conducted in accordance with the *California Code of Ethics, CALREDD Rules and Arbitration Manual*. In the event the Board of Directors confirms the accuracy of the amount owed, the Participant and/or Subscriber shall also be subject to paying interest at the rate of ten (10%) per annum on such past due amounts.

6.3 Reinstatement. Any Participant and/or Subscriber whose MLS services have been terminated for nonpayment of MLS fees may reapply for participation in the MLS. However, prior to being granted access to the MLS from any Authorized Provider, such Participant and/or Subscriber must pay all fees applicable to new applicants and all past due amounts owed to any Authorized Provider, including paying interest at the rate of ten (10%) per annum on such past due amounts.

7. LISTING PROCEDURES

7.1 Listings Subject to Rules and Regulations of the Service. Any listing filed with the service is subject to the rules and regulations of the service.

7.2 Types of Listings; Responsibility for Classification. The service shall accept exclusive right to sell, exclusive agency, open, and probate listings as defined in California Civil Code Section 1086 et. seq. that satisfy the requirements of these CALREDD rules. Exclusive right to sell listings that contain any exceptions whereby the owner need not pay a commission if the property is sold to particular individuals shall be classified for purposes of these rules as an exclusive right to sell listing but the listing broker shall notify all Participants of the exceptions. It shall be the responsibility of the Broker Participant and Real Estate Subscriber to properly classify the type of listing, and if necessary, obtain a legal opinion to determine the correct classification. By classifying the type of the listing, the listing broker certifies that

the listing falls under the legal classification designated. The MLS shall have no affirmative responsibility to verify the listing type of any listing filed with the service. However, the MLS shall have the right to have legal counsel make a determination as to the classification of the listing type and if the listing broker does not reclassify it accordingly, the MLS shall have the right to reject or remove any such listing that it determines falsely represents the classification of listing type.

7.2.1 Scope of Service; Limited Service Listings. Limited Service listings are listings whereby the listing broker, pursuant to the listing agreement, will not provide one, or more, of the following services:

- (a) provide cooperating brokers with any additional information regarding the property not already displayed in the MLS but instead gives cooperating brokers authority to contact the seller(s) directly for further information;
- (b) accept and present to the seller(s) offers to purchase procured by cooperating brokers but instead gives cooperating brokers authority to present offers to purchase directly to the seller(s);
- (c) advise the seller(s) as to the merits of offers to purchase;
- (d) assist the seller(s) in developing communicating, or presenting counter-offers; or
- (e) participate on the seller(s) behalf in negotiations leading to the sale of the listed property.

Said Limited Service listings will be identified with an appropriate code or symbol (e.g. "LS") in MLS compilations so potential cooperating brokers will be aware of the extent of the services the listing broker will provide to the seller(s), and any potential for cooperating brokers being asked to provide some or all of these services to listing broker's clients, prior to initiating efforts to show or sell the property.

7.2.2 Scope of Service; MLS Entry-Only Listings. MLS Entry-Only listings are listings whereby the listing broker, pursuant to the listing agreement, will not provide any of the following services:

- (a) provide cooperating brokers with any additional information regarding the property not already displayed in the MLS but instead gives cooperating brokers authority to contact the seller(s) directly for further information;
- (b) accept and present to the seller(s) offers to purchase procured by cooperating brokers but instead gives cooperating brokers authority to present offers to purchase directly to the seller(s);
- (c) advise the seller(s) as to the merits of offers to purchase;
- (d) assist the seller(s) in developing communicating, or presenting counter-offers; or
- (e) participate on the seller(s) behalf in negotiations leading to the sale of the listed property.

Said MLS Entry-Only listings will be identified with an appropriate code or symbol (e.g. "EO") in MLS compilations so potential cooperating brokers will be aware of the extent of the services the listing broker will provide to the seller(s), and any potential for cooperating brokers being asked to provide some or all of these services to listing broker's clients, prior to initiating efforts to show or sell the property.

7.2.3 Scope of Service; Legal Obligations. The scope of service classifications set forth in these rules do not alter any obligations otherwise imposed on real estate licensees under California law, including

Department of Real Estate regulations, statutory law and common law. The MLS's acceptance or publication of listings eligible for MLS submission in no way constitutes a validation that said obligations have been met.

7.3 Types of Properties; Responsibility for Classification. The MLS shall accept listings that satisfy the requirements of these rules on the below types of property (see definition of residential classes and types in Appendix A). It shall be the responsibility of the Broker Participant and Real Estate Subscriber to properly classify the type of property listed, and if necessary, obtain a legal opinion to determine the correct classification. By classifying the type of property listed, the listing broker certifies that the listing falls under the classification designated. The MLS shall have no affirmative responsibility to verify the property type of any listing filed with the service. However, the MLS shall have the right to have legal counsel make a determination as to the classification of the property type and if the listing broker does not reclassify it accordingly, the MLS shall have the right to reject or remove any such listing that it determines falsely represents the classification of property type of the listing. Submission of duplicate listings by the same Participant within the same property class is prohibited.

7.3.1 Residential

7.3.2 Residential Income

7.3.3 Mobile Homes (only those that may be sold by real estate licensees)

7.3.4 Residential Lots & Land

7.3.5 Residential Lease/Rental

7.3.6 Commercial

7.3.7 Commercial Multi-Family (5 or more units)

7.3.8 Commercial Lots & Land

7.3.9 Commercial Lease/Rental

7.3.10 Business Opportunities

7.4 Compliance with California and Federal Law. Notwithstanding any other provision of these CALREDD rules and regulations to the contrary, the service shall accept any listing that it is required to accept under California or federal law.

7.5 Mandatory Submission. Broker Participants shall input all exclusive right to sell or exclusive agency listings on one to four unit residential property and vacant lots located within the service area of CALREDD within 72 hours, excluding weekends and postal holidays, after all necessary signatures of the seller(s) have been obtained on the listing. Only those listings that are within the service area of CALREDD must be input. Open listings or listings of property located outside CALREDD's service area (see Section 7.7) are not required by the service, but may be input at the Broker Participant's option. All submitted listings will be subject to the MLS rules and regulations.

7.6 Exempted Listings. If the seller refuses to permit the listing to be disseminated by the MLS, the listing broker shall submit to the MLS within 72 hours, excluding weekends and postal holidays, a

certification signed by the seller that the seller does not authorize the listing to be disseminated by the MLS.

7.7 Service Area. The service area of CALREDD shall be as determined by the CALMLS Board of Directors. The current service area of CALREDD is as provided in Appendix D.

7.8 Change of Listing Information. Listing brokers shall input any change in listing information, including the listed price or other change in the original listing agreement, to the MLS within 48 hours, excluding weekends and postal holidays, after the authorized change is received by the listing broker. By inputting such changes to the MLS, the listing broker represents that the listing agreement has been modified in writing to reflect such change or that the listing broker has obtained other legally sufficient written authorization to make such change.

7.9 Cancellation/Withdrawal of Listing Prior to Expiration. Listings of property may be cancelled/withdrawn from the MLS by the listing broker before the expiration date of the listing agreement provided the listing broker has received written permission from the seller to withdraw the listing. The MLS may require the listing broker to provide a copy of such written permission. Sellers do not have the unilateral right to require the MLS to cancel/withdraw a listing without the listing broker's concurrence. However, the MLS reserves the right to remove a listing from the MLS data base if the seller can document that his or her listing agreement with the listing broker has been terminated or is invalid.

7.10 Contingencies. Any contingency or condition of any term in a listing shall be specified and noticed to the Participants.

7.11 Detail on Listings Filed With the Service. All listings input into the MLS shall be complete in every detail including full gross listing price, listing expiration date, compensation offered to other Broker Participants and any other information required to be included as determined by the CALMLS Board of Directors. Listings that are incomplete shall be ineligible for publication in the MLS and subject to immediate removal.

7.12 Unilateral Contractual Offer; Subagency Optional. In filing a property with the MLS, the Broker Participant makes a blanket unilateral contractual offer of compensation to the other MLS Broker Participants for their services in selling the property. Except as set forth in Rule 7.15 below or pursuant to California Civil Code Section 1087, a Broker Participant must specify some compensation to be paid to either a buyer's agent or a subagent and the offer of compensation must be stated in one, or a combination of, the following forms (1) a percentage of the gross selling price, (the gross selling price is defined as the amount at which the property records); or (2) a definite dollar amount. The amount of compensation offered through the MLS may not contain any provision that varies the amount of compensation offered based on conditions precedent or subsequent or on any performance, activity or event. Furthermore, the MLS reserves the right to remove a listing from the MLS database that does not conform to the requirements of this section. At the Broker Participant's option, a Broker Participant may limit his or her offer of compensation to buyer's agents only, to subagents only, or make the offer of compensation to both. Any such limitations must be specified on the property data form and in the MLS. The amount of compensation offered to buyers' agents or subagents may be the same or different but must be clearly specified on the property data profile sheet. Broker Participants wishing to offer subagency to the other MLS Broker Participants must so specify on the property data profile sheet and on the MLS, otherwise, the offer of compensation does not constitute an offer of subagency.

7.13 Acceptance of Contractual Offer. The Broker Participant's contractual offer (with or without subagency) is accepted by the Participant/selling broker by procuring a buyer which ultimately results in

the creation of a sales or lease contract. Payment of compensation by the Participant/listing broker to the Participant/cooperating broker under this section is contingent upon **either** (1) the final closing **or** (2) the Participant/listing broker's receipt of monies resulting from the seller's or buyer's default of the underlying sales or lease contract. Notwithstanding this section, the listing broker and/or cooperating broker shall still retain any remedies they may have against either the buyer or seller due to a default under the terms of the purchase agreement, listing agreement or other specific contract. Any dispute between Participants arising out of this section shall be arbitrated under Section 16 of these rules and shall not be considered a CALREDD rules violation.

7.14 Consent to Act as Dual Agent. By offering compensation and/or subagency to Broker Participants, the listing broker is not automatically representing that the seller has consented to the cooperating broker acting as a dual agent representing both the buyer and the seller. No cooperating broker shall act as both an agent of the buyer and the seller without first contacting the listing broker and ascertaining that the seller has consented to such dual agency.

7.15 Estate Sale, Probate, Bankruptcy, Lender Approval Listings.

7.15.1 Estate Sale, Probate and Bankruptcy Listings. Compensation offered through the MLS to cooperating brokers on estate sale, probate or bankruptcy listings is for the amount published therein as long as the cooperating broker produces the contract which is ultimately successful and confirmed by the court, if court confirmation is required. In the event the contract produced by the cooperating broker is overbid in court and the overbid contract is confirmed, the original cooperating broker shall receive the amount of compensation specified as "unconfirmed cooperating broker's compensation" or "u.c.b." in the property data profile sheet and on the MLS. For estate sale or probate listings, the compensation offered through the service under these rules and this section shall be considered an agreement as referred to in California Probate Code Section 10165 and will therefore supersede any commission splits provided by statute when there is no agreement. This section contemplates that estate sale, probate and bankruptcy judges have broad discretion and therefore are not intended as a guarantee of a specific result as to commissions in every probate or bankruptcy sale.

7.15.2 Lender Approval Listings. Compensation offered through the MLS to cooperating brokers on listings which require lender approval (commonly referred to as "short sale" listings) is for the amount published therein unless the listing broker indicates on the MLS the following: (a) the fact that the sale and gross commission are subject to lender approval; and (b) the amount or method by which the compensation offered through the MLS will be reduced if the lender reduces the gross commission.

7.16 Changes to Offer of Compensation by Listing Broker to All Broker Participants. The listing broker may, from time to time, adjust the published compensation offered to all MLS Broker Participants with respect to any listing by changing the compensation offered on the MLS or providing written notice to the MLS of the change. Any change in compensation will be effective after the change is published in the MLS, either through electronic transmission or printed form, whichever occurs first. The listing broker may revoke or modify the offer of compensation in advance as to any individual Broker Participant in accordance with general contract principles but in no event shall the listing broker revoke or modify the offer of compensation without the cooperating broker's consent later than the time the cooperating broker (a) physically delivers or transmits by fax or e-mail to the listing broker a signed offer from a prospective buyer to purchase the property for which the compensation has been offered through the MLS, or (b) notifies the listing broker in person or by telephone, fax or e-mail that the cooperating broker is in possession of a signed offer from a prospective buyer to purchase the property for which the compensation has been offered through the MLS and is awaiting instructions from the listing broker as to the manner of presentation or delivery of that offer. Any independent advance revocations, modifications of the offer or

agreements between real estate brokers are solely the responsibility of such brokers and shall not be submitted to, published by, or governed in any way by the service.

7.17 Broker Participant or Real Estate Subscriber as Principal. If a listing broker, has any interest in property, the listing of which is to be disseminated through the service, that person shall disclose that interest on the MLS.

7.18 Multiple Unit Properties. All properties which are to be sold or which may be sold separately must be indicated individually in the MLS and will be published separately. When part of a listed property has been sold, the listing broker shall input the appropriate changes on the MLS.

7.19 Expiration, Extension, and Renewal of Listings. Listings shall be removed from active display on the MLS database on the expiration date specified on the listing unless the listing is extended or renewed by the listing broker. The listing broker shall obtain written authorization from the seller(s) before filing any extension or renewal of a listing. Any renewals or extensions received after the expiration date of the original listing shall be treated as a new listing. At any time and for any reason, the MLS has the right to request a copy of the seller's written authorization to extend or renew a listing. If a listing broker is requested to provide a copy of such authorization and does not do so within 48 hours of the request, the listing shall be subject to immediate removal from the MLS.

7.20 Listings of Participants or Subscribers Suspended, Expelled or Resigned.

7.20.1 Failure to Pay MLS Fees; Resignation. When a Participant or Subscriber is suspended or expelled from the service for failure to pay MLS fees or charges, or if the Participant or Subscriber resigns from the service, the MLS shall cease to provide services to such Participant or Subscriber, including continued inclusion of listings in the MLS compilation of current listing information. In the event listings are removed from the MLS pursuant to this section, it shall be the sole responsibility of the Participant to notify the seller(s) that the property is no longer listed in the MLS.

7.20.2 Violation of CALREDD Rules. When a Participant or Subscriber is suspended or expelled from the service for a violation of the CALREDD rules and regulations, the MLS shall cease to provide MLS services to such Participant or Subscriber except that the listings in the MLS at the time of suspension or expulsion shall, at the suspended or expelled Participant's option, be retained in the MLS compilation of current listing information until sold, withdrawn or expired, and shall not be renewed or extended by the MLS beyond the termination date of the listing agreement in effect when the expulsion became effective. In the event listings are removed from the MLS pursuant to this section, it shall be the responsibility of the Participant to notify the seller(s) that the property is no longer listed in the MLS. If a suspended or expelled Participant opts to keep listings in the MLS until sold, withdrawn or expired under this Section 7.20.2, the Participant must comply with all applicable MLS rules and regulations during such time or the MLS may immediately remove the listings from further display.

7.21 No Control of Commission Rates or Fees Charged by Participants. The MLS shall not fix, control, recommend, suggest, or maintain commission rates or fees for services to be rendered by Participants. Further, the MLS shall not fix, control, recommend, suggest, or maintain the division of commissions or fees between cooperating Participants or between Participants and non-Participants.

7.22 Dual or Variable Rate Commission Arrangements. The existence of a dual or variable commission arrangement shall be disclosed by the listing broker by a key, code or symbol as required by the MLS. A dual or variable rate commission arrangement is one in which the seller or owner agrees to pay a specified commission if the property is sold by the listing broker without assistance and a different

commission if the sale results through the efforts of a cooperating broker, or one in which the seller or owner agrees to pay a specified commission if the property is sold by the listing broker either with or without the assistance of a cooperating broker and a different commission if the sale results through the efforts of a seller or owner. The listing broker shall, in response to inquiries from potential cooperating brokers, disclose the differential that would result in either a cooperative transaction or, alternatively, in a sale that results through the efforts of the seller or owner. If the cooperating broker is representing a buyer or tenant, the cooperating broker must then disclose such information to his or her client before the client makes an offer to purchase or lease.

7.23 Right of Listing Broker and Presentation of Counter Offers. The listing broker has the right to participate in the presentation of any counter-offer made by the seller or lessor. The listing broker does not have the right to be present at any discussion or evaluation of a counter-offer by the purchaser or lessee (except where the cooperating broker is a subagent). However, if the purchaser or lessee gives written instructions to the cooperating broker that the listing broker not be present when a counter-offer is presented, the listing broker has the right to a copy of the purchaser's or lessee's written instructions.

7.24 Auction Listings. Auction listings entered into the MLS system shall have listing contracts as required under these rules and be clearly labeled as auction listings. Auction listings shall further specify the following:

- (a) The seller's minimum acceptable bid price;
- (b) Whether the auction is being conducted with or without the seller's right of reservation;
- (c) The date, time and place of the auction;
- (d) All required procedures for Participants/Subscribers to register their representation of a potential bidder;
- (e) The compensation to be paid to the Participant representing the successful bidder;
- (f) The time or manner in which potential bidders may inspect the listed property;
- (g) Whether or not the seller will accept a purchase offer prior to the scheduled auction and if so, the compensation to be paid to the cooperating Participant in the event of such a pre-auction sale as well as any other necessary pre-auction details; and
- (h) Any other material rules or procedures for the auction.

7.25 Co-Listings. Only the listings of Participants and Subscribers will be accepted by the MLS. Inclusion of non-member Participants and Subscribers as the co-listing broker or agent is prohibited.

7.26 Days on Market/Cumulative Days on Market Calculation. The calculation of Days on Market (DOM) is based on the listing number assigned to the property by the MLS and is tied to the brokerage firm holding the listing. The calculation of Cumulative Days on Market (CDOM) is based on the Assessor's Parcel Number ("APN") until the earlier of a change of ownership or the property is not available for sale and no listing agreement is in effect for a period of 90 days or more.

8. DOCUMENTATION; PERMISSION; ACCURACY OF INFORMATION

8.1 Listing Agreement and Seller's Permission. Prior to inputting a listing to the MLS, the listing broker shall obtain the written agreement of the seller expressly granting the listing broker authority to: (1) file the listing with the MLS for publication and dissemination to those authorized by the MLS; (2) act as an agent for the seller; (3) abide by the rules of the MLS; (4) provide timely notice of status changes of the listing to the MLS; (5) provide sales information including selling price to the MLS upon sale of the property for publication and dissemination to those authorized by the MLS and (6) publish sales

information after the final closing of a sales transaction in accordance with these MLS rules (See Section 10.2).

8.2 Written Documentation. Listing brokers filing listings with the service shall have a written listing agreement with all necessary signatures in their possession. Only listings that create an agency relationship between the seller and the Broker Participant are eligible for submission to the service. By inputting a listing to the service, Broker Participants and Real Estate Subscribers represent that they have in their possession such written agreements establishing agency and the represented type of listing agreement. The service shall have the right to demand a copy of such written listing agreements and verify the listing's existence and adequacy at any time. The service shall also have the right to demand a copy of seller's written authorization required under these rules. If the Broker Participant or Real Estate Subscriber fails to provide documentation requested by the service within 48 hours, the service shall have the right to immediately withdraw any listings from the database in addition to disciplining the Participant and Subscriber for a violation of CALREDD rules.

8.3 Accuracy of Information; Responsibility for Accuracy. By inputting information into the MLS computer database, the listing broker represents that the information input is accurate to the best of the listing broker's knowledge. The listing broker shall use good faith efforts to determine the accuracy of the information and shall not submit or input information, which the listing broker knows to be inaccurate. Upon receipt of the first publication or electronic transfer by the MLS of such information the listing broker shall make all necessary corrections. The MLS merely publishes the MLS information and has no affirmative responsibility to verify the accuracy of the MLS information. The MLS, however, reserves the right to require Participants and Subscribers to change their MLS information if the MLS is made aware of alleged inaccuracies in the MLS information and the MLS determines that such inaccuracies do in fact exist. If a Participant or Subscriber fails to make necessary or required corrections to their MLS information, the Participant and Subscriber shall indemnify and hold harmless the service for any claims, costs, damage or losses, including reasonable attorney fees and court costs, incurred by the MLS as a result of such failure. In no event will the MLS be liable to any MLS Participant, Subscriber or any other party for any indirect, special or consequential damages arising out of any information published in the MLS and all other damages shall be limited to an amount not to exceed the individual MLS fees for the Participant or Subscriber paid during the prior twelve (12) month period.

8.4 Input Defined. All references or uses of the word "input" shall also include information which is submitted to the MLS for input in the MLS database by the Authorized Provider or MLS staff, whether such information was provided to the Authorized Provider or MLS staff on a "property data form" or otherwise.

8.5 Buyer, Seller, Purchase and Sale Defined. All references to the buyer shall also include lessee. All references to the seller shall also include lessor. All references to a purchase shall also include a lease. All references to a sale shall also include a lease.

9. SELLING PROCEDURES

9.1 Showings and Negotiations. Appointments for showings and negotiations with the seller for the purchase of listed property filed with the service shall be conducted through the listing broker except under the following circumstances:

(a) the listing broker gives the cooperating broker specific authority to show and/or negotiate directly with the seller, or

(b) after reasonable effort and no less than 48 hours, the cooperating broker cannot contact the listing broker or his representative. However, the listing broker, at his option, may preclude such direct negotiations by the cooperating broker by giving notice to all Participants through the MLS.

In the event all showings and negotiations will be conducted solely by the seller, the listing broker shall clearly set forth such fact in the listing information published by the service.

9.2 Disclosing the Existence of Offers. Listing brokers, in response to inquiries from buyers or cooperating brokers, shall, with the sellers' approval, disclose the existence of offers on the property. Where disclosure is authorized, the listing broker shall also disclose whether offers were obtained by the listing licensee, by another licensee in the listing firm, or by a cooperating broker.

9.3 Availability to Show or Inspect. Listing brokers shall not misrepresent the availability of access to show or inspect a listed property.

9.4 Presentation of Offers. The listing broker must make arrangements to present the offer as soon as possible, or give the cooperating broker a satisfactory reason for not doing so. In the event a listing broker will not be participating in the presentation of offers, the listing broker shall clearly indicate this fact in the listing information published by the service.

9.5 Submission of Offers and Counter-Offers. The listing broker shall submit to the seller/landlord all offers until closing unless precluded by law, governmental rule or expressly instructed by the seller/landlord otherwise. The cooperating broker acting for buyer/tenant, shall submit to buyer/tenant all offers and counter-offers until acceptance unless precluded by law, governmental rule or expressly instructed by the seller/landlord otherwise.

9.6 Right of Cooperating Broker in Presentation of Offer. The cooperating broker has the right to participate in the presentation of any offer to purchase he secures. The cooperating broker does not have the right to be present at any discussion or evaluation of that offer by the seller and the listing broker. However, if the seller gives written instructions to the listing broker requesting that the cooperating broker not be present when an offer the cooperating broker secured is presented, the cooperating broker shall convey the offer to the listing broker for presentation. In such event, the cooperating broker shall have the right to receive a copy of the seller's written instructions from the listing broker. Nothing in this section diminishes or restricts the listing broker's right to control the establishment of appointments for offer presentations.

9.7 Change of Compensation Offer by Cooperating Broker. The cooperating broker shall not use the terms of an offer to purchase to attempt to modify the listing broker's offer of compensation nor make the submission of an executed offer to purchase contingent on the listing broker's agreement to modify the offer of compensation. However, failure of a cooperating broker to comply with this rule shall not relieve a listing broker of the obligation to submit all offers to the seller as required by Section 9.4.

9.8 Cooperating Broker as a Purchaser. If a cooperating broker wishes to acquire an interest in property listed with a listing broker, such contemplated interest shall be disclosed to the listing broker prior to the time an offer to purchase is submitted to the listing broker.

(NOTE: Nothing in these rules shall preclude the listing broker and cooperating broker from entering into a mutual agreement to change cooperative compensation.)

9.9 Presence of Participant or Subscriber. A Participant or Subscriber must be present on the property at all times when providing access to a listed property to any and all buyers or potential buyers, unless the Seller has consented otherwise.

10. REPORTING SALES AND OTHER INFORMATION TO THE SERVICE

10.1 Statuses. The definition of the stages of property status are set forth as follows:

“On-Market” Statuses:

- (a) Active: A valid listing agreement is in effect and no offer (with or without contingencies) has been accepted.
- (b) Back-Up: Offer accepted and either:
 - (i) Seller requests that property remain in an “On-Market” status and is looking for back-up offers; or
 - (ii) the sale is subject to court or other third party approval.

“Off-Market” Statuses:

- (c) Hold: A valid listing agreement is in effect; however, due to reasons such as improvements, repairs, illness, guests, etc., the Seller has requested that temporarily there be no showings.
- (d) Withdrawn: A valid listing agreement is in effect; however, the property is no longer being marketed.
- (e) Pending: The Seller has accepted an offer and is not soliciting offers through the MLS.
- (f) Canceled: The listing agreement has been canceled.
- (g) Expired: The listing agreement has expired.
- (h) Sold: Escrow has closed.
- (i) Leased: The property has been leased.

10.2 Reporting of Sales. Listings with accepted offers shall be reported to the MLS or input into the MLS database as “pending” or “back-up” within 48 hours, excluding weekends and postal holidays, of the acceptance by the listing broker unless the negotiations were carried on under Section 9.1 (a) or (b), in which case, the cooperating broker shall notify the listing broker of the “pending” or “back-up” status within 48 hours, excluding weekends and postal holidays, after acceptance, whereby the listing broker shall then report or input the status change to the MLS within 48 hours, excluding weekends and postal holidays, of receiving notice from the cooperating broker. The listing shall be published on the MLS as “pending” or “back-up” with no price or terms prior to the final closing. Upon final closing, the listing broker shall report or input the listing in the MLS as “sold” and report the selling price within 48 hours, excluding weekends and postal holidays, of the final closing date unless the negotiations were carried on under Section 9.1 (a) or (b), in which case, the cooperating broker shall notify the listing broker of the “sold” status and selling price within 48 hours, excluding weekends and postal holidays, after the final closing date, whereby the listing broker shall then report or input the status change and selling price to the MLS within 48 hours, excluding weekends and postal holidays, of receiving notice from the cooperating broker.

Listings which were not input into the MLS as a result of the seller's instructions may be input into the MLS "sold" data at the listing broker's option.

10.3 Removal of Listings for Refusal/Failure to Timely Report Status Changes. The MLS is authorized to remove any listing from the MLS compilation of current listings where the Participant or Subscriber has refused or failed to timely report status changes. Prior to the removal of any listing from the MLS, the Participant and/or Subscriber shall be advised of the intended removal so the Participant and/or Subscriber can advise his or her client(s).

10.4 Reporting Cancellation of Pending Sale. The listing broker shall report to the service the cancellation of any pending sale within 48 hours, and the listing shall be reinstated within 48 hours, as long as there is still a valid listing.

10.5 Refusal to Sell. If the seller of any listed property filed with the service refuses to accept a written offer satisfying the terms and conditions stated in the listing, such fact shall be transmitted immediately to the MLS.

11. OWNERSHIP OF MULTIPLE LISTING SERVICE COMPILATIONS AND COPYRIGHTS

11.1 MLS Compilation Defined. The term "MLS compilation" includes, but is not limited to, the MLS computer database and all data and content therein, including but not limited to photographs, images (including maps), graphics, audio and video recordings, virtual tours, drawings, descriptions, remarks, narratives, pricing information, statistics and other details or information related to listed property, all printouts of data and content from the MLS computer database, and all MLS publications. The MLS Compilation is protected by all applicable intellectual property laws.

11.2 Active Listing MLS Compilation Defined. "Active listing MLS compilation" shall mean that portion of the MLS compilation which includes listings currently for sale and all other indexes and other information relating to the current listing information.

11.3 Comparable Data MLS Compilation Defined. "Comparable data MLS compilation" shall mean that portion of the MLS compilation that includes the off market data, sold and appraisal information regarding properties that are not currently for sale and all indexes and information relating to the sold information compilation.

11.4 Authority to Put Listings in MLS Compilation. By submitting any property listing data form to the MLS or inputting listing information into the MLS compilation, Participants and Subscribers represent and warrant that they have been authorized to grant and license and also thereby do grant authority for and license the MLS to include the property listing data in its copyrighted MLS compilation. By submitting any property listing data form to the MLS, Participants and Subscribers represent and warrant that they have been authorized to report information about the sales, price and terms of a listing, have authority to grant and also thereby does grant authority for the MLS to include the sold information in its copyrighted MLS compilation.

11.5 Photographs on the MLS. By submitting photographs to the MLS, the Participant and/or Subscriber, represents and warrants that he or she either owns the right to reproduce and display such photographs or has procured such rights from the appropriate party, and has the authority to grant and hereby grants the MLS and the other Participants and Subscribers the right to reproduce and display the photographs in accordance with these rules and regulations. Use of photographs by a subsequent listing agent requires prior written authorization from the originating listing agent or other appropriate party with

the legal right to reproduce and display such photographs. Except by the MLS for purposes of protecting its rights under Section 11.6, branding of photographs with any information or additional images, including but not limited to photos displaying “for sale” signs posted on the property, is prohibited.

11.6 Copyright Ownership. All right, title, and interest in each copy of every MLS compilation created and copyrighted by the MLS, and in the copyrights therein, shall at all times remain vested in the MLS. Subject to the listing broker’s approval rights in Section 12.16.3, the MLS shall have the right to license such compilations or portions thereof to any entity pursuant to terms agreed upon by the CALMLS Board of Directors.

11.7 License to MLS Compilations. Each Participant shall be entitled to the right to license from the MLS the number of copies of each MLS compilation of active listing and comparable data information sufficient to provide the Participant and Subscriber with one copy of such MLS compilation. Participants and Subscribers shall acquire by such license only the right to use the MLS compilations in accordance with these rules. Clerical users may have access to the information solely under the direction and supervision of the Participant or Subscriber. Clerical users may not provide any MLS compilation or information to persons other than the Participant or the Subscriber under whom the Clerical User is registered.

11.8 Database Preservation. No data may be removed from the MLS compilation other than by the service. Although a listing may be removed from display in the MLS compilation of current listing information, all data submitted to the MLS will remain in the database for historical and other purposes approved by the service.

12. PROHIBITIONS AND REQUIREMENTS

12.1 Notification of California Department of Real Estate (DRE) or California Office of Real Estate Appraisers (OREA) Action. Participants and Subscribers are required to notify the MLS within 48 hours, of any final action taken by the DRE or the OREA against the Participant, Subscriber or any licensee affiliated with the Participant or Subscriber including, but not limited to any final decisions restricting, suspending or revoking a real estate license or appraiser’s certification or license of a Participant, the Participant's firm or corporation under which the Participant or Subscriber acts, or any licensee affiliated with the Participant or the Participant's firm or licensee or appraiser who was affiliated with the Participant or Participant's firm at the time of the underlying act.

12.2 Violations of the Law. If a Participant, Subscriber, appraiser or a licensee affiliated with a Participant or Subscriber commits a felony or a crime involving moral turpitude or violates the Real Estate Law or the laws relating to appraisers, the Participant and Subscriber shall be in violation of this section. However, a Participant or Subscriber shall not be found to have violated this section unless the Participant, Subscriber, appraiser or salesperson licensed to the Participant has been convicted, adjudged, or otherwise recorded as guilty by a final judgment of any court of competent jurisdiction of (1) a felony, or (2) a crime involving moral turpitude, or (3) on a determination by any court of competent jurisdiction, or official of the State of California authorized to make the determination, that the Participant or Subscriber violated a provision of the California Real Estate Law or a Regulation of the Real Estate Commissioner or law relating to appraisers.

12.3 Supervision of Licensees and Appraisers. In addition to the notification requirements of Section 12.1, a Participant may not allow any licensee, under the Participant's license, whose license has been revoked, suspended or restricted by the DRE to use the MLS in any manner while the DRE discipline is in

effect except that the licensee may use the MLS under a restricted license providing such use is consistent with and does not violate such license restrictions.

12.4 Solicitation of Listing Filed With the MLS. Participants and Subscribers shall not solicit a listing filed with the service unless such solicitation is consistent with Article 16 of the N.A.R. Code of Ethics, its Standards of Practice and its Case Interpretations. The purpose of this section is to encourage sellers to permit their properties to be filed with the service by protecting them from being solicited through unwanted phone calls, visits and communications, prior to expiration of the listing, by brokers and salespersons seeking the listing upon its expiration. This section is also intended to encourage brokers to participate in the service by assuring them that other Participants and Subscribers will not attempt to persuade the seller to breach the listing agreement or to interfere with the listing broker's attempts to market the property. This section does not preclude solicitation of listings under circumstances otherwise permitted under Article 16 of the N.A.R. Code of Ethics, its Standards of Practice and its Case Interpretations.

12.5 Use and Misuse of Remarks. Information in the public remarks shall only relate to the marketing, description and condition of the property. No contact information is permitted, including names, phone or fax numbers, email addresses or website addresses (including virtual tours and transaction tracking URLs). No showing instructions are permitted, including references to lockbox, alarm, gate or other security codes, or the occupancy of the property (a statement that the property shall be delivered vacant is not a violation of this section). No information directed toward real estate agents or brokers, including compensation or bonuses offered to cooperating brokers may be shown in public remarks. No information other than the marketing, description and condition of the property is permitted. Participants and Subscribers may not use the remarks in a property data profile sheet or listing submitted to the MLS or inputted directly into the MLS database for purposes of disparaging other real estate agents or conveying information about other offices or for conveying any other information that does not directly relate to the marketing of the listing.

12.6 "For Sale" Signs. Only the "For Sale" signs of the listing broker may be placed on the property.

12.7 "Sold" Signs and Use of the Term "Sold." Only Broker Participants or Real Estate Subscribers who participated in the transaction as the listing broker or cooperating broker may claim to have "sold" the property. Prior to closing, a cooperating broker may post a "sold" sign on a property only with the consent of the listing broker. This section does not, however, prohibit any broker from advertising the addresses and prices of the properties that have sold in a neighborhood after the information regarding the properties has been published as long as the advertisement does not imply the agent was involved in the transaction unless such is the case and as long as the advertisement otherwise presents a "true picture" as is meant under Article 12 of the N.A.R. Code of Ethics, its Standards of Practice and its Case Interpretations.

12.8 Advertising of Listing Filed With the MLS. A listing shall not be advertised by any Participant or Subscriber, other than the listing broker, without the prior consent of the listing broker except as provided in Sections 12.16 and 12.19 relating to display of listings on the Internet.

12.9 Limitations on Use of MLS Information in Advertising. Except as provided in Sections 12.7, 12.8, 12.11 and 12.15, truthful use of information from the MLS compilation of current listing information, from the MLS's "statistical report," or from any "sold" or "comparable" report of the MLS for public mass media advertising by an MLS Participant or Subscriber or in other public representations for purposes of demonstrating market share is not prohibited. However, any print or non-print forms of advertising or other forms of public representations must clearly demonstrate the period of time over which such claims are based and must include the following, or substantially similar, notice in a type size not less than 9 point type:

“Based on information from calREDD, a service of California MLS Inc., for the period (date) through (date). Display of MLS data is deemed reliable but is not guaranteed accurate by the MLS.”

12.10 False or Misleading Advertising and Representations; True Picture Standard of Conduct.

Participants and Subscribers may not engage in false or misleading advertising, including, but not limited to, advertisements or representations regarding the Participant's or Subscriber's relationship to the service, about the service itself, or about any property listed with the service. MLS Participants and Subscribers shall present a true picture in their advertising and representations to the public, including the URLs and domain names they use, and Participants and Subscribers may not:

- (a) engage in deceptive or unauthorized framing of real estate brokerage websites;
- (b) manipulate (e.g., presenting content developed by others) listing content in any way that produces a deceptive or misleading result; or
- (c) deceptively use metatags, keywords or other devices/methods to direct, drive, or divert Internet traffic, or to otherwise mislead consumers.

12.11 Use of MLS Information. In recognition that the purpose of the MLS is to market properties and offer compensation to other Broker Participants and Real Estate Subscribers for the sole purpose of selling the property, and that sellers of properties filed with the service have not given permission to disseminate the information for any other purpose, Participants and Subscribers are expressly prohibited from using MLS information for any purpose other than to market property to bonafide prospective purchasers or to support market evaluations or appraisals as specifically allowed by Sections 12.14, 12.15, 12.16 and 12.19. Any use of MLS information inconsistent with these Sections is expressly prohibited. Nothing in this Section, however, shall limit the MLS from entering into licensing agreements with MLS Participants and Subscribers or other third parties for use of the MLS information.

12.12 Confidentiality of MLS Information. Any information provided by the service to the Participants and Subscribers shall be considered and treated as confidential by Participants and Subscribers and shall be for the exclusive use of the Participants and Subscribers for purposes described in Sections 2, 12.7, 12.11, 12.14, 12.15, 12.16, 12.19 and this section. Participants and Subscribers shall at all times maintain control over and responsibility for each copy of any MLS compilation licensed to them by the MLS and shall not distribute any such copies to persons other than Participants and Subscribers. Participants and Subscribers are responsible for the security of their passcodes and shall not give or allow use of or make available their pass codes to any person. Participants and Subscribers may reproduce or display the information as provided in these rules.

12.12.1 Clerical Users. Clerical users may have access to MLS information solely under the direction and supervision of their registered Participant or Subscriber. Clerical users may not provide any MLS information to persons other than the Participant or Subscriber under whom they are registered. Access by Clerical Users to the data base is solely for clerical and administrative functions for the Participant or Subscriber under whom the Clerical User is registered.

12.13 Access to the Compilations. Unless subject to an executed license agreement with the MLS, only Participants and Subscribers are entitled to the right and license to access the Active Listing MLS Compilation and the Comparable Data MLS Compilation. This section does not limit the right of Participants to produce or provide statistical, analytical and/or market trending information for

dissemination to clients or potential clients, nor of the MLS to license third parties to provide or produce statistical, analytical and/or market trending information.

12.14 Display. Subject to Sections 12.15, 12.16 and 12.19, Broker Participants and Real Estate Subscribers shall be permitted to display the MLS compilation in either electronic or printed format to specifically identified and bonafide prospective purchasers only in conjunction with their ordinary business activities of attempting to locate ready, willing and able buyers for the properties described in said MLS compilation. Broker Participants and Real Estate Subscribers shall be permitted to display the MLS compilation in either electronic or printed format to specifically identified and bonafide sellers or prospective sellers only in conjunction with their ordinary business activities in listing properties. Appraiser Participants and Appraiser Subscribers shall be permitted to display the MLS compilation to the person requesting the appraisal only in conjunction with their ordinary business activities of producing a written appraisal. Such displays under this section shall be only in the immediate presence of the MLS Participant or Subscriber.

12.14.1 Clerical Users Prohibited Display. Clerical users are expressly prohibited from displaying or distributing MLS information to anyone other than the Participant or Subscribers under whom the Clerical User is registered.

12.15 Reproduction. "Reproduction" shall include, but not be limited to, making photocopies, computer printouts, electronic transfers (including email), or downloading of MLS data or compilations. Participants and Subscribers or their affiliated licensees shall not reproduce any MLS compilation or any portion thereof except as provided in Section 12.16 and in the following limited circumstances:

12.15.1 Copies to Prospective Purchasers. Broker Participants and Real Estate Subscribers may reproduce from the MLS compilation, and distribute to prospective real estate purchasers, copies of those portions of the MLS compilation consisting only of a description of the property, including the address, features, financing and price, as well as photographic images and recordings of the property. Such "client copies" shall also comply with the following:

- (a) Permissible MLS data may be augmented with additional data not otherwise prohibited from display, provided the source of any additional data is clearly identified.
- (b) No more than 500 current listings and 500 sold listing may be provided in response to any inquiry.
- (c) A disclaimer statement shall be made indicating that the MLS data is deemed reliable but is not guaranteed accurate by the MLS.

12.15.2 Information Prohibited from Reproduction/Confidential Fields. Unless the Participant or Subscriber obtains prior written consent from the listing broker, the information reproduced pursuant to this section shall not include the following:

- (a) Property owner's name, phone number, and address (if different than the listed property);
- (b) Instructions or remarks intended for cooperating brokers, including but not limited to showing instructions or security references (ex: lock box, burglar alarm or security system, vacancies) regarding the listed property;
- (c) Type of listing;

- (d) Compensation or bonuses offered to cooperating brokers;
- (e) Other information that goes beyond a description of the property.

12.15.3 Copies for Appraisals. Participants and Subscribers may reproduce from the MLS compilation, and attach to an appraisal as supporting documentation copies of those portions of the MLS compilation consisting only of such information on properties necessary to support a written appraisal or estimate of value on a particular property.

12.15.4 Downloading into Computers. Participants and Subscribers may download MLS information into a computer or computer system as long as:

- (a) Access to the computer or computer system receiving the information is strictly limited to authorized Participants, Subscribers and Clerical Users as defined in these rules; and
- (b) The information is only retransmitted to the Participants, Subscribers and Clerical Users authorized to access the computer or computer system by these rules; and
- (c) The information is not reformatted or used to create another product except as may be used by the Participant or Subscriber who downloaded the data and such use strictly complies with Sections 12.7, 12.11, 12.15, 12.16 and 12.19.

12.15.5 Sold Information. Individuals legitimately in possession of current listing information, “sold” information, “comparables” or statistical information may utilize such information to support an estimate of value on a particular property for a particular client. However, only such information that the MLS has deemed to be nonconfidential and necessary to support the estimate of value may be reproduced and attached to the report as supporting documentation. Any other use of such information is unauthorized and prohibited by these rules and regulations, except as specified in Sections 12.16 and 12.19.

12.16 Use of Active Listing Information on Internet [Also known as Internet Data Exchange (“IDX”).] “Internet Data Exchange” is a means by which each Participant subscribing to the program (IDX) permits the display of its listings appearing in the Internet Data Exchange Database on other Participants and Subscribers IDX Internet website(s). The “Internet Data Exchange Database” is the current aggregate compilation of all On-Market, pending, sold and leased listings (as defined in Section 10.1), except those listings where the property seller/lessor has opted out of Internet publication. Sold and leased listings may be displayed for a period of one (1) year following the sold/leased date of the subject property. The intent of IDX is to allow Participants that represent real estate sellers or buyers (or both) to permit other such Participants and Subscribers to advertise their listings on their public Internet websites. IDX is not available to any other Participants and Subscribers.

(a) **Authorization.** Subject to the requirements of Section 12.16 and subject to an executed IDX Access Agreement with CALMLS and notwithstanding anything in these rules and regulations to the contrary, Participants and Real Estate Subscribers may display on their public websites aggregated MLS On-Market, pending, sold and leased listing information through either downloading and placing the data on the Broker Participant or Real Estate Subscriber’s public access websites or by framing such information on the MLS or association public access website (if such a site is available).

(b) **Consent.** The listing brokers’ consent for such internet display is presumed, in satisfaction of Section 12.8, unless a listing broker affirmatively notifies the MLS that the listing broker refuses to permit display either on a blanket or on a listing-by listing basis. Listing brokers that refuse to permit other Broker Participants or Real Estate Subscribers to display their listing information on a blanket basis may not display MLS active listing information of other brokers’ listings.

(c) **Display Content.** Broker Participants and Real Estate Subscribers shall not display confidential information fields, as determined by the MLS in the MLSs' sole discretion, such as that information intended for cooperating brokers rather than consumers.

(d) **Listing Attribution.** All listings on a Broker Participant or Real Estate Subscriber's site displayed by framing or other electronic means, shall identify the name of the listing firm and the name of the listing agent in a manner designed to easily identify such listing firm or agent. The name of a co-listing firm and agent, if any, will be displayed in a manner designed to easily identify such listing firm or agent. Provided however, no listing broker and agent names will be required for one-line or thumbnail search result display format as long as there is one or more additional display formats available for the listing and each subsequent display format identifies the listing broker and agent.

(e) **Modifications.** Broker Participants and Real Estate Subscribers shall not modify the information displayed pursuant to these CALREDD rules. However, permissible MLS data may be augmented with additional data not otherwise prohibited from display, provided the source of any additional data is clearly identified.

(f) **Source.** Information displayed shall indicate the source of the information being displayed and the most recent date updated. Broker Participants and Real Estate Subscribers shall update all downloads and refresh all data at least once every 48 hours, excluding weekends and postal holidays.

(g) **Usage and Distribution Limitations.** Sharing of the MLS compilation, or a portion thereof, with any third party not authorized in writing by the MLS is prohibited. Broker Participants and Real Estate Subscribers shall indicate on their websites that the information being provided is for consumers' personal, non-commercial use and may not be used for any purpose other than to identify prospective properties consumers may be interested in purchasing.

(h) **Security.** Broker Participants' and Real Estate Subscribers' websites must protect MLS data from misappropriation by employing reasonable efforts to monitor for and prevent "scraping" and other unauthorized accessing, reproduction or use of the MLS database.

(i) **Restricted Display.** Listings or property addresses of sellers who have directed their listing brokers to withhold their listing or their property address from display on the Internet (including, but not limited to, publicly-accessible websites or VOWs) shall not be accessible via IDX sites. This does not preclude listing Participants or Subscribers from displaying on their IDX sites or their other website(s) the listing or property address of consenting sellers.

(j) **Selective Listing Display.** Not all listings from the MLS must be displayed as long as any exclusion from display on Participants' and Subscribers' IDX sites is based on objective criteria, including but not limited to, factors such as geography, list price, type of property, cooperative compensation offered by listing broker, and whether the listing broker is a REALTOR®.

(k) **Restricted Access.** No portion of the MLS database shall be distributed, provided to or made accessible to any person except as provided for in these rules and/or in the National Association of REALTORS® IDX policy.

(l) **Brokerage Identification.** When displaying listing content, a Broker Participant's or Real Estate Subscriber's website must clearly identify the name of the brokerage firm under which they operate in a readily visible color and typeface.

(m) **Compliance and Corrections.** IDX rules violations shall be corrected within 5 business days of notice of said violation. All IDX sites are subject to ongoing compliance auditing by the MLS. Failure to comply with the requirements of this Section 12.16 may subject the Participant and Subscriber to discipline as provided in Section 14, including but not limited to immediate termination of its IDX Access Agreement.

(n) **Co-Mingling.** A Broker Participant or Real Estate Subscriber may co-mingle the listings of other Participants with listings from other sources on its website, provided all such displays are consistent with these rules. Co-mingling is (a) the ability for a visitor to the website to execute a single search that searches any portion of the IDX database at the same time it searches listing data from any other source(s); or (b) the display on a single web page of any portion of the IDX database and listing data from any other source.

12.16.1 Notification by Authorized Participants and Subscribers. Broker Participants and Real Estate Subscribers partaking in the display of MLS On-Market, pending, sold and leased listing information of other brokers' listings pursuant to Section 12.16 must notify the MLS before displaying said MLS active listing information and must make their website directly accessible to the MLS and other MLS Participants for purposes of monitoring/ensuring compliance with applicable rules and policies.

12.16.2 Right to Charge for Download. The MLS has the right to charge the costs of adding or enhancing its downloading capacity to Broker Participants and Real Estate Subscribers who request downloading of listing information pursuant to Section 12.16.

12.16.3 Listing Broker's Right to Opt Out of Internet Advertising of MLS Information. If the MLS advertises MLS information on the Internet or licenses MLS information for advertising on the Internet, the listing broker shall have the right to opt out of such advertising in accordance with the MLS's procedures for opting out. The listing broker also shall have the right to refuse to have listings displayed on a blanket basis or on a listing by listing basis in accordance with Section 12.16 by affirmatively notifying the MLS in accordance with the MLS procedures for opting out. Notwithstanding any thing in these rules and regulations to the contrary, the MLS reserves the right to determine whether to provide Internet advertising services and the criteria for providing such Internet advertising services.

12.17 Website Name and Status Disclosure. MLS Participants' firm websites shall disclose the firm's name and state(s) of licensure in a reasonable and readily apparent manner. Websites of Subscribers affiliated with a Participant's firm shall disclose the firm's name and the Subscriber's state(s) of licensure in a reasonable and readily apparent manner.

12.18 Use of the Terms MLS and Multiple Listing Service. No MLS Participant or Subscriber shall, through the name of their firm, their URLs, their e-mail addresses, their website addresses, or in any other way represent, suggest, or imply that the individual or firm is an MLS, or that they operate an MLS. Participants and Subscribers shall not represent, suggest, or imply that consumers or others have direct access to MLS databases, or that consumers or others are able to search MLS databases available only to Participants and Subscribers. This does not prohibit Participants and Subscribers from representing that any information they are authorized under MLS rules to provide to clients or customers is available on their websites or otherwise.

12.19 VIRTUAL OFFICE WEBSITES ["VOW"]

12.19.1 VOW Definitions.

(a) A Virtual Office Website (“VOW”) is a Participant’s Internet website, or a feature of a Participant’s website, through which the Participant has first established a broker-consumer relationship (as defined by state law) where the consumer has the opportunity to search MLS Listing Information, subject to the Participant’s oversight, supervision, and accountability. A non-principal broker or sales licensee affiliated with a Participant (i.e., Subscriber) may, with his or her Participant’s consent, operate a VOW. Any VOW of a Subscriber is subject to the Participant’s oversight, supervision, and accountability.

(b) As used in Section 12.19 of these Rules, the term “Participant” includes a Participant’s affiliated non-principal brokers and sales licensees (i.e. Subscribers) – except when the term is used in the phrases “Participant’s consent” and “Participant’s oversight, supervision, and accountability”. References to “VOW” and “VOWs” include all VOWs, whether operated by a Participant, by a Subscriber, or by an Affiliated VOW Partner (“AVP”) on behalf of a Participant.

(c) “Affiliated VOW Partner” (“AVP”) refers to an entity or person designated by a Participant to operate a VOW on behalf of the Participant, subject to the Participant’s supervision, accountability and compliance with the VOW Policy. No AVP has independent participation rights in the MLS by virtue of its right to receive information on behalf of a Participant. No AVP has the right to use MLS Listing Information except in connection with operation of a VOW on behalf of one or more Participants. Access by an AVP to MLS Listing Information is derivative of the rights of the Participant on whose behalf the AVP operates a VOW.

(d) As used in Section 12.19 of these Rules, the term “MLS Listing Information” refers to active listing information and sold data provided by Participants to the MLS and aggregated and distributed by the MLS to Participants.

12.19.2 VOW Operating Parameters.

(a) The right of a Participant’s VOW to display MLS Listing Information is limited to that supplied by the MLS(s) in which the Participant has participatory rights. However, a Participant with offices participating in different MLSs may operate a master website with links to the VOWs of the other offices.

(b) Subject to the provisions of the VOW Policy and these Rules, a Participant’s VOW, including any VOW operated on behalf of a Participant by an AVP, may provide other features, information, or functions, e.g. Internet Data Exchange (“IDX”) as set forth in Rule 12.16.

(c) Except as otherwise provided in the VOW Policy or in these Rules, a Participant need not obtain separate permission from other MLS Participants whose listings will be displayed on the Participant’s VOW.

12.19.3 VOW Registrant Access Requirements.

(a) Before permitting any consumer to search for or retrieve any MLS Listing Information on his or her VOW, the Participant must take each of the following steps:

(i) The Participant must first establish with that consumer a lawful broker-consumer relationship (as defined by state law), including completion of all actions required by state law in connection with providing real estate brokerage services to clients and customers (hereinafter “Registrants”). Such actions shall include, but are not limited to, satisfying all applicable agency, non-agency, and other disclosure obligations, and execution of any required agreements.

- (ii) The Participant must obtain the name of, and a valid email address for, each Registrant. The Participant must send an email to the address provided by the Registrant confirming that the Registrant has agreed to the Terms of Use (described in subsection (d) below). The Participant must verify that the email address provided by the Registrant is valid and that the Registrant has agreed to the Terms of Use.
- (iii) The Participant must require each Registrant to have a user name and a password, the combination of which is different from those of all other Registrants on the VOW. The Participant may, at his or her option, supply the user name and password or may allow the Registrant to establish its user name and password. The Participant must also assure that any email address is associated with only one user name and password.
- (b) The Participant must assure that each Registrant's password expires on a date certain but may provide for renewal of the password. The Participant must at all times maintain a record of the name, email address, user name, and current password of each Registrant. The Participant must keep such records for not less than 180 days after the expiration of the validity of the Registrant's password.
- (c) If the MLS has reason to believe that a Participant's VOW has caused or permitted a breach in the security of MLS Listing Information or a violation of MLS rules, the Participant shall, upon request of the MLS, provide the name, email address, user name, and current password, of any Registrant suspected of involvement in the breach or violation. The Participant shall also, if requested by the MLS, provide an audit trail of activity by any such Registrant.
- (d) The Participant shall require each Registrant to review, and affirmatively to express agreement (by mouse click or otherwise) to, a "Terms of Use" provision that provides at least the following:
- (i) That the Registrant acknowledges entering into a lawful consumer-broker relationship with the Participant;
 - (ii) That all information obtained by the Registrant from the VOW is intended only for the Registrant's personal, non-commercial use;
 - (iii) That the Registrant has a bona fide interest in the purchase, sale, or lease of real estate of the type being offered through the VOW;
 - (iv) That the Registrant will not copy, redistribute, or retransmit any of the information provided except in connection with the Registrant's consideration of the purchase or sale of an individual property;
 - (v) That the Registrant acknowledges the MLS's ownership of, and the validity of the MLS's copyright in, the MLS database.
- (e) The Terms of Use Agreement may not impose a financial obligation on the Registrant or create any representation agreement between the Registrant and the Participant. Any agreement entered into at any time between the Participant and Registrant imposing a financial obligation on the Registrant or creating representation of the Registrant by the Participant must be established separately from the Terms of Use, must be prominently labeled as such, and may not be accepted solely by mouse click.
- (f) The Terms of Use Agreement shall also expressly authorize the MLS, and other MLS Participants or their duly authorized representatives, to access the VOW for the purposes of verifying compliance with

MLS rules and monitoring display of Participants' listings by the VOW. The Agreement may also include such other provisions as may be agreed to between the Participant and the Registrant.

12.19.4 VOW Contact Requirements. A Participant's VOW must prominently display an e-mail address, telephone number, or specific identification of another mode of communication (e.g., live chat) by which a consumer can contact the Participant to ask questions, or get more information, about any property displayed on the VOW. The Participant, or a non-principal broker or sales licensee licensed with the Participant (i.e., Subscriber), must be willing and able to respond knowledgeably to inquiries from Registrants about properties within the market area served by that Participant and displayed on the VOW.

12.19.5 VOW Data Security. A Participant's VOW must employ reasonable efforts to monitor for, and prevent, misappropriation, "scraping", and other unauthorized use of MLS Listing Information. A Participant's VOW shall utilize appropriate security protection such as firewalls as long as this requirement does not impose security obligations greater than those employed concurrently by the MLS.

12.19.6 VOW Listing Display Restrictions.

(a) A Participant's VOW shall not display listings or property addresses of any seller who has affirmatively directed the listing broker to withhold the seller's listing or property address from display on the Internet. The listing broker shall communicate to the MLS that the seller has elected not to permit display of the listing or property address on the Internet. Notwithstanding the foregoing, a Participant who operates a VOW may provide to consumers via other delivery mechanisms, such as email, fax, or otherwise, the listings of sellers who have determined not to have the listing for their property displayed on the Internet.

(b) A Participant who lists a property for a seller who has elected not to have the property listing or the property address displayed on the Internet shall cause the seller to execute a document that includes the following (or a substantially similar) provision:

<p>Seller Opt-Out Form</p> <p>1. Check one:</p> <p>a. <input type="checkbox"/> I have advised my broker or sales agent that I do not want the listed property to be displayed on the Internet.</p> <p>b. <input type="checkbox"/> I have advised my broker or sales agent that I do not want the address of the listed property to be displayed on the Internet.</p> <p>2. I understand and acknowledge that if I have selected Option a., consumers who conduct searches for listings on the Internet will not see information about the listed property in response to their searches.</p> <p>_____ Initials of Seller</p>

(c) The Participant shall retain such forms for at least one year from the date they are signed, or one year from the date the listing goes off the market, whichever is greater.

12.19.7 Posting Consumer Comments and Automated Valuation Estimates.

(a) Subject to subsection (b), a Participant's VOW may allow third-parties (i) to write comments or reviews about particular listings or display a hyperlink to such comments or reviews in immediate conjunction with particular listings, or (ii) display an automated estimate of the market value of the listing (or hyperlink to such estimate) in immediate conjunction with the listing.

(b) Notwithstanding the foregoing, at the request of a seller the Participant shall disable or discontinue either or both of those features described in subsection (a) as to any listing of the seller. The listing broker or agent shall communicate to the MLS that the seller has elected to have one or both of these features disabled or discontinued on all Participants' websites. Subject to the foregoing and to Section 12.19.8, a Participant's VOW may communicate the Participant's professional judgment concerning any listing. A Participant's VOW may notify its customers that a particular feature has been disabled "at the request of the seller."

12.19.8 Correction of VOW Listing Information. A Participant's VOW shall maintain a means (e.g., e-mail address, telephone number) to receive comments from the listing broker about the accuracy of any information that is added by or on behalf of the Participant beyond that supplied by the MLS and that relates to a specific property displayed on the VOW. The Participant shall correct or remove any false information relating to a specific property within 48 hours following receipt of a communication from the listing broker explaining why the data or information is false. The Participant shall not, however, be obligated to correct or remove any data or information that simply reflects good faith opinion, advice, or professional judgment.

12.19.9 VOW Mandatory Listing Refresh. A Participant shall cause the MLS Listing Information available on its VOW to be refreshed at least once every three (3) days.

12.19.10 VOW MLS Listing Distribution Limitations. Except as provided in these rules, the NATIONAL ASSOCIATION OF REALTORS®' VOW Policy or any other applicable MLS rules or policies, no Participant shall distribute, provide, or make accessible any portion of the MLS Listing Information to any person or entity.

12.19.11 VOW Privacy Policy. A Participant's VOW must display the Participant's privacy policy informing Registrants of all of the ways in which information that they provide may be used.

12.19.12 VOW Selective Listing Display. A Participant's VOW may exclude listings from display based only on objective criteria, including, but not limited to, factors such as geography, list price, type of property, cooperative compensation offered by listing broker, and whether the listing broker is a REALTOR®.

12.19.13 Notification of MLS of Intent to Operate a VOW. A Participant who intends to operate a VOW to display MLS Listing Information must notify the MLS of its intention to establish a VOW and must make the VOW readily accessible to the MLS and to all MLS Participants for purposes of verifying compliance with this VOW Policy and any other applicable MLS rules or policies.

12.19.14 Operation of Multiple VOWs. A Participant may operate more than one VOW himself or herself or through an AVP. A Participant who operates his or her own VOW may contract with an AVP to have the AVP operate other VOWs on his or her behalf. However, any VOW operated on behalf of a Participant by an AVP is subject to the supervision and accountability of the Participant.

12.19.15 VOW Data Display Limitations. A Participant's VOW may not make available for search by, or display to, Registrants any of the following information:

- (a) The compensation offered to other MLS Participants.
- (b) The type of listing agreement, i.e., exclusive right to sell or exclusive agency.
- (c) The seller's and occupant's name(s), phone number(s), or e-mail address(es).
- (d) Instructions or remarks intended for cooperating brokers only, such as those regarding showings or security of listed property.

12.19.16 VOW Changes to Listing Content. A Participant shall not change the content of any MLS Listing Information that is displayed on a VOW from the content as it is provided in the MLS. The Participant may, however, augment MLS Listing Information with additional information not otherwise prohibited by these Rules or by other applicable MLS rules or policies as long as the source of such other information is clearly identified. This rule does not restrict the format of display of MLS Listing Information on VOWs or the display on VOWs of fewer than all of the listings or fewer than all of the authorized information fields

12.19.17 VOW Listing Accuracy Disclaimer. A Participant shall cause to be placed on his or her VOW a notice indicating that the MLS Listing Information displayed on the VOW is deemed reliable but is not guaranteed accurate by the MLS. A Participant's VOW may include other appropriate disclaimers necessary to protect the Participant and/or the MLS from liability.

12.19.18 VOW Listing Broker or Agent Identification. NOT ADOPTED.

12.19.19 VOW Listing Search Result Limitation. A Participant shall limit the number of listings that a Registrant may view, retrieve, or download to not more than 500 current listings and not more than 500 sold listings in response to any inquiry.

(Note: The number of listings that may be viewed, retrieved, or downloaded should be specified by the MLS in the context of this rule but may not be fewer than 100 listings or 5% of the listings in the MLS, whichever is less.)

12.19.20 VOW Mandatory Registrant Password Change. A Participant shall require that Registrants' passwords be reconfirmed or changed every 90 days.

(Note: The number of days passwords remain valid before being changed or reconfirmed must be specified by the MLS in the context of this rule and cannot be shorter than 90 days. Participants may, at their option, require Registrants to reconfirm or change passwords more frequently.)

12.19.21 VOW Co-Branding and Advertising. A Participant may display advertising and the identification of other entities ("co-branding") on any VOW the Participant operates or that is operated on his or her behalf. However, a Participant may not display on any such VOW deceptive or misleading advertising or co-branding. For purposes of this Section 12.19.21, co-branding will be presumed not to be deceptive or misleading if the Participant's logo and contact information (or that of at least one Participant, in the case of a VOW established and operated on behalf of more than one Participant) is displayed in immediate conjunction with that of every other party, and the logo and contact information of all Participants displayed on the VOW is as large as the logo of the AVP and larger than that of any third party.

12.19.22 VOW Identity of Listing Source. A Participant shall cause any listing displayed on his or her VOW that is obtained from other sources, including from another MLS or from a broker not participating in the MLS, to identify the source of the listing.

12.19.23 VOW Separate Source Listing Search. A Participant shall cause any listing displayed on his or her VOW obtained from other sources, including from another MLS or from a broker not participating in the MLS, to be searched separately from listings in the MLS.

12.19.24 MLS Licensing Agreement for VOW. Participants and the AVPs operating VOWs on their behalf must execute the license agreement required by the MLS.

12.19.25 Seller's Direction to Withhold. Where a seller affirmatively directs their listing broker to withhold either the seller's listing or the address of the seller's listing from display on the Internet, a copy of the seller's affirmative direction shall be provided to the MLS within 48 hours, excluding weekends and postal holidays.

12.20 Applicability of Rules to MLS. These rules are binding on the MLS Participants, Subscribers and Clerical Users. Except as expressly provided in Section 12.16.3 (Listing Broker's Right to Opt Out of Internet Advertising of MLS Information), nothing in these rules shall limit the right of the MLS to enter into licensing agreements with third parties for use of the MLS compilations or any portion thereof in accordance with terms approved by the CALMLS Board of Directors.

13. LOCKBOXES

13.1 Eligibility for Lockboxes. MLS Participants and Subscribers are eligible for lockbox privileges from an Authorized Provider providing such services, if they otherwise qualify under this section. Clerical Users are not eligible for lockbox privileges. MLS Participants and Subscribers shall be eligible to hold a lockbox key provided:

- (a) The key holder signs a lease agreement with the Authorized Provider.
- (b) The Participant to which the key holder is licensed cosigns the lease agreement with the Authorized Provider.
- (c) The key holder continues to comply with all MLS and Authorized Provider rules relating to lockbox keys.
- (d) The key holder and Participant to whom the key holder is licensed remain eligible for MLS services.

13.2 Key Use and Service. Keys may not be used under any circumstances by anyone other than the key holder, including, but not limited to, lending, borrowing or sharing keys with others. The Authorized Provider are not obligated to provide service on keys or lock boxes to individuals who are not the registered lessee or owner of the component. Keys may only be used for the purpose of facilitating the sale or lease of a listed property.

13.2.1 Lockbox Type Requirements. All listings in the MLS that have a lockbox must have the specific lockbox required for the geographic location of the property, as provided in Appendix D. If a combination device is used on the property, no combination(s) to access such device shall be published in any portion of the MLS.

13.3 Accountability. Key holders must account for keys at the time of any inventory conducted by the Authorized Provider or at any time requested by the Authorized Provider. Key holders who cease to participate or subscribe to the MLS shall return all key(s) in their possession to the Authorized Provider. Failure to return a key(s) will subject the key holder and/or the key holder's Participant to fines and penalties and to being responsible for all costs incurred by the Authorized Provider to secure the lock box key system as a result of the failure to return the key(s).

13.4 Deemed Unaccountable. Keys shall be deemed unaccounted for if a key holder refuses or is unable to demonstrate that the key is within the key holder's physical control.

13.5 Written Authority. Participants and Subscribers shall not place a lockbox on a property without written authority from the seller and occupant if other than the seller. Inclusions in MLS compilations cannot be required as a condition of placing lockboxes on listed property.

13.6 Listing Broker's Permission. No Participant or Subscriber may enter a property with or without a lockbox without the listing broker's permission. Such permission may be granted by the listing broker by specifying permission to use the lockbox through the MLS. Appraiser Participants are expressly prohibited from using lockbox keys to enter a property without either the owner's or listing broker's permission.

13.7 Use of Lockbox Contents. Participants and Subscribers shall at all times follow the showing instructions published in the MLS. Participants and Subscribers shall not remove contents of the lockbox for purposes other than showing the home and shall promptly return the contents to the lockbox upon exiting the property. Participants and Subscribers shall keep lockbox contents in their possession at all times after removal from the lockbox. The lockbox and/or contents shall not be removed from the property site without prior consent from the listing agent.

13.8 Unaccountable Keys. Key holders and Participants cosigning with a key holder shall immediately report lost, stolen or otherwise unaccountable keys to the Authorized Provider.

13.9 Deposits. All key holders shall be required to give the Authorized Provider deposits in accordance with the deposit schedule adopted by the Authorized Provider. Key holders shall forfeit the deposits if the key is lost, stolen or unaccounted for. Key holders shall not be entitled to any interest on their deposits. The Authorized Provider is not obligated to refund deposits to individuals who are not the registered lessee or owner of the key.

13.10 Removal. The lockbox must be removed within 48 hours, excluding weekends and postal holidays, after the close of escrow or expiration/cancellation of the listing.

13.11 Rules Violations. Failure to abide by rules relating to lockboxes as set forth in this section or failure to abide by the key lease agreement may result in discipline as provided in Sections 14 and 15 of these rules, in addition to loss of or restriction on all lockbox and key privileges.

13.12 Right to Limit Access. The Authorized Provider reserves the right to refuse to issue a key or limit access to lockboxes if, in its sole discretion, it determines the security of the system would be compromised by issuing such keys or granting access to lockboxes.

13.13 Temporary Keys. If the Authorized Provider uses electronic lockbox programmers or keypads, a Participant may purchase or lease additional programmers or keypads (the "Responsible Keyholder") to be issued on a temporary basis to other keyholders in the Participant's firm in the event their programmer or keypad becomes non-functional outside normal business hours or under circumstances where a replacement

programmer or keypad is not reasonably available from the Authorized Provider. Whenever the Responsible Keyholder issues a temporary key, the Responsible Keyholder shall advise the Authorized Provider in writing that the programmer or keypad has been issued, to whom, and the date and time of issuance within 48 hours, excluding weekends and postal holidays. The Responsible Keyholder shall also advise the Authorized Provider in writing within 48 hours, excluding weekends and postal holidays, after possession of the previously issued programmer or keypad has been reassumed.

14. VIOLATIONS OF RULES AND REGULATIONS

14.1 Grounds for Disciplinary Action and Sanctions. After a hearing by a hearing panel, as provided in the *California Code of Ethics, CALREDD Rules and Arbitration Manual*, the Board of Directors may take disciplinary action and impose sanctions against any Participant and Subscriber:

(a) For violation of any CALREDD rule;

(b) On the Participant's or Subscriber's being convicted, adjudged, or otherwise recorded as guilty by a final judgment of any court of competent jurisdiction of: (1) a felony, or (2) a crime involving moral turpitude, or (3) on a determination by any court of competent jurisdiction, or official of the State of California authorized to make the determination, that the Participant or Subscriber violated a provision of the California Real Estate Law or a Regulation of the Real Estate Commissioner or the laws relating to appraisers or a regulation of the OREA.

(c) For any violation of subsection (a) by any person, including but not limited to a Clerical User or a salesperson, who is not a Participant or Subscriber but is employed by or affiliated with such Participant or Subscriber and was providing real estate related services within the scope of the Participant's or Subscriber's license. Lack of knowledge by the Participant or Subscriber of such salesperson's conduct shall only go to mitigation of discipline imposed.

(d) For any violation of the N.A.R. Code of Ethics while a member of any Association of REALTORS®.

14.2 Sanctions. Sanctions or disciplinary action for violation of an MLS Rule or any other ground specified in Section 14.1 may consist of one or more of those specified in the *California Code of Ethics, CALREDD Rules and Arbitration Manual*.

14.3 Citations. The CALMLS Board of Directors, may implement a schedule of fines for certain MLS rules violations and direct the issuance of citations for specified MLS rules violations and implement a procedure whereby the Participant and Subscriber receiving the citation may either pay the amount specified on the citation or dispute the citation in accordance with the procedures set forth in the CALREDD Citation Policy, attached hereto as Appendix B and incorporated herein. Citations shall be issued and processed by the Authorized Provider through which the Participant or Subscriber receives MLS services.

15. PROCEDURES FOR CALREDD RULES HEARINGS

All CALREDD rules hearings shall be processed in accordance with the *California Code of Ethics, CALREDD Rules and Arbitration Manual* as from time to time amended and which is hereby incorporated by reference. A Participant's or Subscriber's failure to abide by the procedures of the *California Code of Ethics, CALREDD Rules and Arbitration Manual* shall be a violation of these CALREDD rules. Nonetheless, such failure by the Participant, Subscriber or Authorized Provider shall not automatically invalidate the outcome of the hearing.

16. ARBITRATION

16.1 Mandatory Arbitration. By becoming and remaining a Participant or Subscriber in the MLS, each Participant and Subscriber agrees to submit disputes arising out of the real estate business which also arises out of, or is in conjunction with, any listing filed with the MLS or any appraisal, to binding arbitration with any other Participant or Subscriber of this MLS. Such arbitrations shall be governed by the *California Code of Ethics, CALREDD Rules and Arbitration Manual* as from time to time amended which is hereby incorporated by reference. This shall be deemed an arbitration agreement within the meaning of Part 3, Title 9 of the California Code of Civil Procedure. Failure to submit to arbitration as provided herein shall be a violation of these CALREDD rules.

16.2 Other Arbitration Agreements. Notwithstanding any other provision of these rules, if any Participant or Subscriber enters into an agreement (either before or after a dispute arises) with another Participant or Subscriber to arbitrate a dispute utilizing non-Association of REALTORS® or MLS facilities, such persons are not bound to arbitrate the dispute covered by such agreement, under these rules utilizing Association of REALTORS® (“A.O.R.”) or MLS facilities.

16.3 Location of Arbitration Between Association Members. Notwithstanding any other provision of these rules all arbitrations shall be conducted in accordance with the *California Code of Ethics, CALREDD Rules and Arbitration Manual* and,

- (a) If all disputants are members of the same A.O.R., they shall arbitrate at that A.O.R., provided the A.O.R. is an Authorized Provider.
- (b) If all disputants are members of the same A.O.R., but different Authorized Providers, they shall arbitrate at any Authorized Provider within fifty (50) miles of the property at issue.
- (c) If the disputants are members of different A.O.R.s, they shall arbitrate at the California Association of REALTORS® (“C.A.R.”) in accordance with the C.A.R. Interboard Arbitration Rules.

16.4. Location of Arbitration Involving Non-association Members. Notwithstanding any other provision of these rules all arbitrations shall be conducted in accordance with the *California Code of Ethics, CALREDD Rules and Arbitration Manual* and:

- (a) If one or more of the disputants are non-association members and all disputants receive MLS services through the same Authorized Provider, they shall arbitrate at their Authorized Provider.
- (b) If one or more of the disputants are non-association members and the disputants receive MLS services through different Authorized Providers, they shall arbitrate at any Authorized Provider within fifty (50) miles of the property at issue
- (c) Any dispute under subsection (a)-(b) may be conducted at any Authorized Provider where the respondent(s) holds association membership or receives MLS services.

16.5 Same Firm. Arbitration between persons from the same firm shall not be available and is not mandated by these rules unless covered by arbitration rules relating to the obligations of A.O.R. members to arbitrate.

16.6 Timing. For purposes of this Section 16, the duty to arbitrate shall be determined when facts giving rise to the dispute occurred. Therefore, a Participant or Subscriber shall have a duty to arbitrate if the person was an MLS Participant or Subscriber when facts giving rise to the dispute occurred. Termination of MLS participation or subscription shall not relieve the arbitration duty under this section for disputes that arose when the person was an MLS Participant or Subscriber. Requests for arbitration must be filed within one hundred and eighty (180) days after the closing of the transaction, if any, or after the facts constituting the matter could have been known in the exercise of reasonable diligence, whichever is later.

17. CHANGES IN RULES AND REGULATIONS

The rules, policies and regulations of CALREDD may be amended by the CALMLS Board of Directors. Any changes to these rules that are mandated by the National Association of REALTORS® shall automatically be incorporated into these rules and do not require CALMLS Board of Directors approval.

Appendix A – Definitions of Residential Property Classes and Types

The definitions in this Appendix A serve as a framework for the residential property classes and types. The definitions of all property classes and types may be augmented within the service.

7.3.1 Residential.

(a) Single Family (Detached): A single-unit residential property not attached to another living unit. Properties with party or common walls are not permitted in this category. Includes properties with minor secondary units such as granny, maid and guest quarters.

(b) Single Family (Attached):

(i) Apt-Condo. An individual living unit contained within a larger building or group of buildings. Typically have shared responsibility for maintenance of the property. Includes co-operatives.

(ii) Townhome. Typically attached individual living units with no other units above or below. Category does include patio homes. Usually have shared responsibility for maintenance of the property.

(iii) Loft-Condo. An individual living unit often contained within a larger building or group of buildings, usually having high ceilings and modern architectural features. Often found in neighborhoods where live/work is permitted or required.

(c) Manufactured. A detached individual residential unit that has been transported to the site in a finished or partially-finished state and is supported by a full foundation.

(d) Floating Home. An individual living unit floating on water without a means of self propulsion and connected to public sewer and water systems. Has been assigned an APN.

7.3.2 Residential Income. Two or more legally permitted living units on a single or adjacent lots being marketed as a single property. Five or more units can be cross-classed as commercial.

7.3.3 Mobile Homes. Independent living units that can or could be moved; equipped, or originally equipped, with axles and wheels. Includes only those that may be sold by real estate licensees. Typically licensed as a vehicle, but may also be real property in some cases. Must be registered with the Department of Housing and Community Development prior to listing on the MLS.

7.3.4 Residential Lots & Land. Includes residential vacant or undeveloped land and lots, or under-developed parcels being marketed primarily for the value of the land.

7.3.5 Residential Lease Rental. A residential property available to rent or lease.

Appendix B – Citation Policy

To ensure the integrity of the MLS and the information contained therein this Citation Policy has been developed in accordance with Section 14.3 of the CALREDD Rules and Regulations. Fines will be issued and processed by Authorized Providers, on behalf of CALREDD, in accordance with this Citation Policy. The citable offenses and fines set forth herein are subject to change upon approval of the CALMLS Board of Directors. The Citation Policy is in addition to and does not replace the provisions of Section 14 of the CALREDD Rules and Regulations.

A. CITABLE OFFENSES: Citations for calREDD™ Rules Violations Specified Below - Letter of warning for first violation, \$250 fine or three hour calREDD MLS Rules class in lieu of fine for the second violation and \$500 fine for each additional violation within a twelve (12) month period.

Violations include, but are not limited to the following:

1. Rule 4 (*Participation and Authorized Access*): Unauthorized access to the MLS system.
2. Rule 7.5 (*Mandatory Submission*): Failure to input a required listing.
3. Rule 7.6 (*Exempted Listings*): Failure to provide a certification signed by the seller.
4. Rule 7.9 (*Cancellation/Withdrawal of Listing Prior to Expiration*): Unauthorized cancellation/withdrawal of listing.
5. Rule 7.12 (*Unilateral Contractual Offer; Subagency Optional*): Failure to offer unconditional compensation.
6. Rule 7.19 (*Expiration, Extension and Renewal of Listings*): Failure to remove expired listing; failure to obtain seller's written authorization before extension/renewal.
7. Rule 8.1 (*Listing Agreement and Seller's Permission*): Failure to obtain sellers authority to list in MLS.
8. Rule 8.2 (*Written Documentation*): Failure to provide appropriate written documentation of listing.
9. Rule 8.3 (*Accuracy of Information; Responsibility for Accuracy*): Failure to input accurate information.
10. Rule 9.9 (*Presence of Participant or Subscriber*): Failure to be present when providing access to a listed property to buyers and potential buyers.
11. Rule 10.2 (*Reporting of Sales*): Failure to timely report listing status changes.
12. Rule 10.4 (*Reporting Cancellation of Pending Sale*): Failure to timely report cancellation of pending sale.
13. Rule 12.1 (*Notification of California Department of Real Estate (DRE) or California Office of Real Estate Appraisers (OREA) Action*): Failure to timely notify of DRE or OREA adverse action.
14. Rule 12.5 (*Use and Misuse of Remarks*): Public remarks are limited to marketing, description and condition of the property.
15. Rule 12.7 (*"Sold" Signs and Use of the Term "Sold"*): Unauthorized use of term "Sold."
16. Rule 12.8 (*Advertising of Listing Filed with the MLS*): Unauthorized advertisement of the listing of another broker.
17. Rule 12.9 (*Limitations on Use of Information in Advertising*): Unauthorized use of statistical reports, sold data or comparable reports in advertising..
18. Rule 12.10 (*False or Misleading Advertising and Representations*): True picture standard of conduct.
19. Rule 12.11 (*Use of MLS Information*): MLS information can only be used to market property or support market evaluations or appraisals.
20. Rule 12.12 (*Confidentiality of MLS Information*): Unauthorized sharing of MLS information and pass codes.

21. Rule 12.15 (*Reproduction*): Misuse of reproductions of MLS information, including sold information.
22. Rule 12.16 (*IDX*): Unauthorized use of aggregated MLS active and sold listing information on a public website.
23. Rule 13.2 (*Key Use and Service*): Unauthorized sharing of lockbox key.
24. Rule 13.3 (*Accountability*): Failure to account for lockbox key.
25. Rule 13.5 (*Written Authority*): Failure to obtain seller's permission to place a lockbox.
26. Rule 13.6 (*Listing Broker's Permission*): Failure to obtain listing brokers permission to enter the property if the listing broker has not granted permission through the MLS.
27. Rule 13.7 (*Use of Lockbox Contents*): Wrongful use or removal of lockbox contents.
28. Rule 13.8 (*Unaccountable Keys*): Failure to report lost or stolen lockbox keys.
29. Rule 13.10 (*Removal*): Failure to timely remove lockbox after COE or expiration/cancellation of listing.

B. FINES, WARNINGS AND CORRECTIONS

1. Violations: A warning and opportunity to correct will be provided for the first violation within a twelve (12) month period. The MLS will first issue a *Notice of Violation-Warning* to the Participant or Subscriber. If the violation is not corrected with forty-eight (48) hours of the Receipt Date, as defined below, of the *Notice of Violation-Warning*, the MLS will issue a *Notice of Violation and Fine Assessment*. For the second or more violation within a twelve (12) month period, no warning or opportunity to correct will be provided, and the MLS will issue an automatic *Notice of Violation and Fine Assessment* to the Participant or Subscriber. A fine of \$250 or three hour calREDD MLS Rules class in lieu of fine will be assessed for the second violation and a \$500 fine will be assessed for each violation thereafter within a (12) month period. An additional fine of \$100 per day will be assessed for each day the violation continues following the Receipt Date, as defined below, of the *Notice of Violation and Fine*; however, the cumulative total of the fine for a single violation shall not exceed the limit imposed by NAR for MLS Rules violations.

2. Multiple Violations: For purposes of determining the number of violations that have occurred within a twelve (12) month period, each *Notice of Violation and Fine Assessment* issued for a listing shall be deemed a single violation.

C. NOTICES TO SUBSCRIBERS AND RESPONSIBLE PARTICIPANTS

1. To Whom Sent: All Notices are sent to the Participant or Subscriber. If the person accused of the violation is a Subscriber, a copy is also sent to the Subscriber's employing or affiliated Broker Participant through whom the Subscriber has access to the MLS ("Responsible Participant").

2. Method of Delivery: { TC "2.6.2. Method of Delivery" \f C \l "3" } All Notices given pursuant to this Citation Policy are delivered by regular mail or email. Notice is sent electronically to both the primary and secondary email addresses or mailing address designated in the MLS membership application of the Participant or Subscriber. Participants and Subscribers are responsible for keeping the MLS advised of their current mailing and email addresses.

3. Receipt Date: { TC "2.6.3. Receipt Date" \f C \l "3" } Notices are presumed to be received two (2) business days after mailing or email transmission.

D. SUSPENSION OF MLS PRIVILEGES UPON NON-PAYMENT

{ TC "Section 2.76. Suspension of MLS Privileges Upon Non-Payment" \f C \l "2" }

Under Sections 5.2 and 6.1 of the CALREDD Rules and Regulations, the MLS privileges of the Subscriber and their Responsible Participant shall be suspended unless one of the following occurs within twenty (20) calendar days of the Receipt Date of the *Notice of Violation and Fine Assessment*:

- (i) The fine is paid;
- (ii) A *Request for Administrative Review* meeting the requirements of Section E2 below is received by the MLS; or
- (iii) A *Request for Hearing* meeting the requirements of Section E3 is received by the MLS.

A reinstatement fee may be charged for all suspended Participants and Subscribers.

E. DISPUTING VIOLATION OR FINE ASSESSMENT

1. Right to Dispute Notice of Violation and Fine Assessment{ TC "Section 3.1 Right to Dispute Notice of Violation and Fine Assessment" \f C \l "2" }

A Participant or Subscriber has the right to dispute a *Notice of Violation and Fine Assessment* by choosing one of two alternative procedures – either an administrative review or a hearing before a review panel.

2. Administrative Review{ TC "Section 3.2. Administrative Review" \f C \l "2" }

2.1 Administrative Paper Review. { TC "3.2.1 Review by the MLS Quality Assurance Task Force" \f C \l "3" } To dispute a *Notice of Violation and Fine Assessment*, the Participant or Subscriber may submit a *Request for Administrative Review* form to the MLS. Administrative reviews are “paper reviews” – no formal hearings are held and no appearance by the Participant or Subscriber is permitted.

2.2 Obligation to Correct the Violation{ TC "3.2.2 Obligation to Correct the Violation" \f C \l "3" }. Correction of the violation if possible is a condition to requesting an administrative review.

2.3 Due Date for Administrative Review Request{ TC "3.2.3. Due Date for Administrative Review Request" \f C \l "3" }. The Participant or Subscriber must submit the *Request for Administrative Review form* within twenty (20) calendar days of the Receipt Date of the *Notice of Violation and Fine Assessment*. Failure to timely submit a completed *Request for Administrative Review form* or timely elect another procedure authorized by this Citation Policy will result in the fine citation being deemed final without any further notice, and the Participant’s and Subscriber’s MLS privileges may be suspended.

2.4 Grounds for Administrative Review{ TC "3.2.4. Grounds for Administrative Review" \f C \l "3" }. The *Request for Administrative Review form* must state the specific ground(s) for the review and include all facts and/or reasons for the request, as well as copies of all supporting evidence. The grounds for an administrative review are one or more of the following:

- (i) Factual dispute regarding the alleged violation(s).
- (ii) Contention that there has been a violation of procedural due process.

2.5 Decision on Request for Administrative Review.{ TC "3.2.5. Notice of Decision on Request for Administrative Review." \f C \l "3" } Written *Notice of Decision on Request for Administrative Review* will be sent to the Participant or Subscriber within thirty (30) calendar days of receipt of the *Request for Administrative Review*:

- (i) Finding that No Violation Occurred. In the event an administrative review finds that no violation occurred, the fine will be withdrawn.
- (ii) Finding of Procedural Due Process Violation. In the event the administrative review determines that there has been a procedural due process violation, the fine will be withdrawn.
- (iii) Finding of Violation. In the event the administrative review determines that a violation has occurred, the original fine shall be imposed and an administrative processing fee of \$150 shall be assessed.

3. Hearings Before a Hearing Panel{ TC "Section 3.3. Hearings Before The Professional Standards Committee" \f C \l "2" }

3.1 Hearing by a Hearing Panel. To dispute a *Notice of Violation and Fine Assessment*, the Participant or Subscriber may submit a *Request for Hearing* to the MLS. MLS Rules Violations Hearings are conducted before a hearing panel in accordance with the *California Code of Ethics, CALREDD Rules and Arbitration Manual*.

3.2 Considerations When Requesting a Hearing. { TC "3.3.2. Considerations When Requesting a Hearing" \f C \l "3" } Participants or Subscribers should carefully consider the following when deciding to submit a *Request for Hearing*:

3.2.1 Administrative Processing Fee. If the citation is upheld by the hearing panel, an administrative processing fee of \$150 shall also be assessed.

3.2.2 Possible Increased Fine. If the citation is upheld, the hearing panel has the discretion to increase the fine amount stated in the *Notice of Violation and Fine Assessment* to any amount within the N.A.R. guidelines (currently a \$15,000 maximum).

3.2.3 Possible Additional Punishment. If the citation is upheld, the hearing panel has discretion to impose additional punishments in accordance with the *California Code of Ethics, CALREDD Rules and Arbitration Manual*.

3.3 Obligation to Correct the Violation.{ TC "3.3.3. Obligation to Correct the Violation" \f C \l "3" } Correction of the violation if possible is a condition to requesting a hearing.

3.4 Due Date for Hearing Request. { TC "3.3.4. Due Date for Hearing Request" \f C \l "3" } The Participant or Subscriber must submit the *Request for Hearing* not later than, twenty (20) calendar days after the Receipt Date of the *Notice of Violation and Fine Assessment*. Failure to timely submit a completed *Request for Hearing* form or timely elect another procedure authorized by this Citation Policy will result in the fine citation being deemed final without any further notice.

3.5 Grounds for a Hearing. { TC "3.3.5. Grounds for a Hearing" \f C \l "3" } The *Request for Hearing* form must state the specific ground(s) for the hearing and include all facts and/or reasons for the request, as well as copies of any supporting evidence. If the grounds are proper for a hearing, a hearing will be set in accordance with the *California Code of*

Ethics, CALREDD Rules and Arbitration Manual. The grounds for a hearing are one or more of the following:

- (i) Factual dispute regarding the alleged violation(s).
- (ii) Contention that there has been a violation of procedural due process.

3.6 Attendance at Hearing. Unexcused { TC "3.3.6. Attendance at Hearing" \f C \l "3" }failure of the Participant or Subscriber to attend the hearing shall result in the immediate imposition of a \$150 administrative processing fee and in the fine citation being deemed final without any further notice.

3.7 Decision on Request for A Hearing. { TC "3.3.7. Decision on Request For A Hearing" \f C \l "3" }Written *Notice of Decision on Request for Hearing* will be sent to the Participant or Subscriber as soon as practicable following completion of the hearing.

3.7.1 Finding that a Violation Occurred. In the event the hearing panel determines that the violation occurred, the hearing panel decision will provide as follows:

(i) Administrative Processing Fee. A \$150 administrative processing fee shall be imposed as a cost for administration of the hearing and will not apply toward the payment of any fines.

(ii) Fine or Increased Fine Due. The fine in the *Notice of Violation and Fine Assessment* OR SUCH INCREASED FINE AS IS IMPOSED BY THE HEARING PANEL will be payable in full by the date specified in the decision.

(iii) Additional Discipline Imposed. The Participant or Subscriber may be required to comply with ADDITIONAL DISCIPLINE AND PUNISHMENT AS MAY BE IMPOSED BY THE HEARING PANEL in accordance with the *California Code of Ethics, CALREDD Rules and Arbitration Manual.*

3.7.2 Finding of Procedural Due Process Violation

In the event the hearing panel determines that there has been a procedural due process violation, the hearing panel shall dismiss the citation.

4. Review of Administrative Review Decision or Hearing Panel Decision. The Participant or Subscriber may request a review of the decision of the administrative review panel or hearing panel in accordance with the *California Code of Ethics, CALREDD Rules and Arbitration Manual.*

Appendix C -- VOW Policy

To view the VOW Policy, [click here](#).

Appendix D – calREDD Service Area and Lockbox Type Requirements August 12, 2009

Merced – Supra Required

