

PAUL BUNYAN BOARD OF REALTORS® PAUL BUNYAN MLS, INC.

LOCKBOX AND SMART CARD SERVICE NOTICE OF POLICY, PROCEDURES, FEES AND FINES

4/10/08

AUTHORIZED AND ELIGIBLE USERS

(see PBMLS Rules and Regulations Article XIX, Section 5 for definition of eligibility)

Designated Realtor® Brokerage Participant (Participant)

Eligible Licensees under Designated Realtor® Brokerage Participant (Associates)

Designated Realtor® Appraiser Participant (Participant)

Eligible and Authorized Associates working for or with a Designated Realtor® Appraiser Participant (Associates)

Eligible Affiliate Home Inspector (Participant)

SERVICE DESCRIPTION

Lockbox Service is a for-lease service governed by Rules and Regulations, Policies and Procedures, the Lockbox System Service Agreement signed by the authorized Participant, and the Smart Card Authorized User Agreement.

Services:

- **Online Administration**
- **Toll Free Technical Support**
- **Smart Card Access**
- **Leased Lockboxes**
- **Leased Smart Card Reader**

SERVICE APPLICATION, INSTALLATION OR CHANGE OF SERVICE

Service for a New Brokerage Office

- Eligibility for Lockbox service will be verified
- All associates disclosed on certification list at signing of service agreement
- Agreements signed and Start Up/Application fee of \$325 to be paid before service is activated
- Lockbox Service Orientation class completed for Participant and all users
- Inventory disbursement determination at signing of service agreement
- Smart Card Reader (one per office location)
- Smart Cards distributed for Participant and each associate disclosed on certification list upon completion of training class
- Administrative Staff identified for the office in order to set them up in the system with a log in and password for administrative work
- Training DVD resource distributed, technical support information and online training resources distributed to the Designated Realtor

Service for a New Appraisal Office

- Eligibility for Smart Card service will be verified
- All associates disclosed on certification list at signing of service agreement
- Agreements signed and Start Up/Application fee of \$150 to be paid before service is activated

- Smart Card Service Orientation completed for Participant and all users
- Smart Card Reader (one per office location)
- Smart Cards distributed for Participant and each associate disclosed on certification list upon completion of training class
- Training DVD resource distributed, and technical support information distributed to the Participant

Service for an authorized Affiliate Home Inspector

- Eligibility for Smart Card service will be verified
- All associates disclosed on certification list at signing of service agreement
- Agreements signed and Start Up/Application fee of \$150 to be paid before service is activated
- Smart Card Service Orientation completed for Participant and all users
- Smart Card Reader (one per office location)
- Smart Cards distributed for Participant and each associate disclosed on certification list upon completion of training class
- Training DVD resource distributed, and technical support information distributed to the Participant

Service for a new Branch Office brokerage where licensees will be transferred from the primary location brokerage already participating in the service

- Eligibility for Lockbox service will be verified
- All associates disclosed on certification list at signing of service agreement
- A Set Up fee of \$100 to be paid before service is activated for the new location
- One Smart Card Reader will be assigned to the new location
- Designated Realtor® Participant will be responsible for assigning already existing lockboxes to that location
- Administrative Staff identified for the office in order to set them up in the system with a log in and password for administrative work
- Training DVD resource distributed, technical support information and online training resources distributed to the Designated Realtor

Service for a new Branch Office of a Brokerage created from eligible new member or transferring member licensees not already associated with a primary location brokerage participating in the service

- Eligibility for Lockbox service will be verified
- A Designated Realtor® Participant will be identified and make application
- All associates disclosed on certification list at signing of service agreement
- Agreements signed and Start Up/Application fee of \$325 to be paid before service is activated
- Lockbox Service Orientation completed for Participant and all users
- Inventory disbursement determination at signing of service agreement
- Smart Card Reader (one per office location)
- Smart Cards distributed for each associate disclosed on certification list upon completion of training class
- Inventory disbursement determination at signing of service agreement
- Administrative Staff identified for the office in order to set them up in the system with a log in and password for administrative work
- Training DVD as resource and reference distributed, technical support information and online training resources distributed to the Designated Realtor

LOCKBOX INVENTORY DISTRIBUTION FOR NEW BROKERAGES

New Office Distribution

Upon signing a Lockbox service agreement a new Designated Realtor® Brokerage Participant will receive a minimum of 10 lockboxes and may request additional lockboxes up to 90% of their active Residential inventory.

SMART CARD SERVICE MANAGEMENT

Card issuance

Only one Smart Card at a time may be issued to an authorized user of the Smart Card Service (additional, spare cards may not be issued to an authorized user).

All Smart Cards replaced for malfunction or damage must be returned before a new Smart Card can be reissued.

Smart Card Application for New or Transferring Associates

- Eligibility for Smart Card Service will be verified
- Smart Card Agreement signed by applicant and Participant
- Smart Card Service Orientation completed or at New Member Orientation
- Smart Card activated and distributed following training

Card Expiration and Renewal

A Smart card can be automatically renewed for three (3) days (calculated from start time to midnight of the third day).

An expired Smart Card can be renewed for the day (calculated from start time to midnight of that day) on emergency basis through Sentrilock Tech Support.

Smart Card users will only be allowed two (2) non-consecutive emergency renewals by Sentrilock Tech Support during a one month period. Sentrilock Tech Support will handle any further procedures with regard to emergency renewals during that one month period.

SMART CARD REPLACEMENT POLICIES

Replacement of malfunctioning Smart Cards

- A malfunctioning Smart Card will be replaced immediately upon return and confirmation of malfunction.

Replacement of Damaged Smart Cards

- Return the Smart Card in any condition
- Association will terminate the authorization and create and activate a new Smart Card for the user
- \$20 for replacement cost and handling fee

Replacement of Lost Smart Cards

- Report the loss of a Smart Card to Association or Sentrilock Lockbox Tech Support immediately
- Association will terminate the authorization and create and activate a new Smart Card for the user
- \$50 for replacement cost and handling fee

VIOLATIONS OF SMART CARD USE

Lockbox is missing key when showing agent opens lockbox

- If an authorized user accesses a lockbox and finds the property key missing, the authorized user who discovers the situation is required to notify the listing office immediately.
- The last determined user accessing the lockbox will incur any expenses up to and including re-keying the home

Writing a Pin # on the Smart Card

The security of the entire Lock Box system is at risk and may be compromised by writing a Pin # on a Smart Card.

- \$500 penalty shall be imposed by PBMLS for the misuse and compromise of the Lockbox System.

Call Before Show

An authorized Smart Card user may not enter a property using a Smart Card or one-day Code without calling for a showing appointment in advance.

- \$200 penalty may be imposed by PBMLS for misuse and compromise of the Lockbox System

Granting of use of a Smart Card by anyone other than the authorized Smart Card holder

- See Rules and Regulations of the Lockbox service for fines and sanctions of this type of misuse.

LOCKBOX USE POLICIES

Placement of a lockbox on a listing property

- Lockboxes may not be placed on a property without written authority from the seller(s), as established in the listing contract or in a separate addendum or document.
- If a separate addendum or document is used rather than covered in the listing agreement, a copy of the addendum or document must be submitted to the service at the time the listing is entered on the MLS database.
- A \$25 fine shall be imposed by PBMLS lockbox authorization paperwork not submitted within five (5) days (listing agreement or addendum authorization).
- Utilization of a lockbox on a listed property must be made by appropriate indication in the MLS database on the appropriate feature field.

Smart Card Reader Replacement

- Replacement of malfunctioning Smart Card Reader will be replaced immediately upon return and confirmation of malfunction
- Replacement of Damaged Smart Card Reader

Return Smart Card Reader in any condition

1st replacement cost and handling fee

All subsequent replacement costs and handling fees

- Replacement of Lost Smart Card Readers

1st replacement cost and handling fee
 All subsequent replacement costs and handling fees

Replacement of lockbox

- Replacement of malfunctioning lockboxes

Participant must notify Sentrilock Tech Support to obtain a ticket number to start RMA (Return Merchandise Authorization) process

A malfunctioning lockbox will be replaced immediately upon return and confirmation of malfunction

- Replacement of Damaged Lockbox

Lockbox must be returned to the board office in whatever condition

Participant must notify Sentrilock Tech Support to obtain a ticket number to start RMA (Return Merchandise Authorization) process

Replacement cost and handling fee will be processed through PBMLS

- Replacement of Lost Lockbox

Participant must notify Sentrilock Tech Support to obtain a ticket number to start RMA (Return Merchandise Authorization) process

Replacement cost and handling fee will be processed through PBMLS

One Day access Codes

a. One Day access codes are available to allow access to a lockbox from the time of issue to midnight of the day the code was issued.

- 1) a true and accurate identity of the person or entity for whom the person works must be entered into the appropriate field for tracking purposes for any one-day codes requested on the system. The field is identified by the label: One-day Code Info
 Definition of identity: Name, first and last, and address and a phone number; company name if applicable,