

MLS Citation Policy



California Regional Multiple Listing Service, Inc. MLS Citation Policy & Schedule of Fines

The purpose of this citation policy is to ensure the integrity of the MLS including the currency and accuracy of its information. Fines will be issued and processed in accordance with this Citation Policy. The citable offenses and fines are subject to change upon approval of the CRMLS Board of Directors. The Citation Policy is in addition to and does not replace the provisions of Section 14 of the CRMLS MLS Rules and Regulations.

- 1) A violation of the rules must be corrected within two (2) days of receipt of a Warning Notice of violation sent to the Violator and/or Responsible Participant. Failure to timely correct a noted violation will result in the issuance of a Citation. Failure to correct a violation within two (2) days of receipt of the Citation is a violation of MLS Rule 14.4(a) and will result in an additional Citation for failure to correct. A non-conforming listing may be subject to removal by the MLS from active display.
- 2) Receipt of notices referenced in this Policy is presumed to be the sooner of three (3) business days after mailing or one (1) business day after an email has been sent. CRMLS will utilize the email address provided by the Participant/Subscriber as contained within the MLS Platform. Every MLS Participant and Subscriber shall be required to maintain a current, accurate, and active email address at which they may be contacted.
- 3) Fines are due within twenty (20) calendar days of receipt of a Citation.
- 4) If a violator wishes to contest a Citation, the violator may, within twenty (20) calendar days of receipt of a Citation, request a review in accordance with the procedures set forth below. Failure to request a review in writing within twenty (20) calendar days of receipt of the citation, according to these procedures, will result in the opportunity for a review being waived. A request for review will not be processed unless the violation at issue has been corrected.
- 5) The amount of the fines is set by the CRMLS Board of Directors, and as a result CRMLS Staff does not have the authority to waive or reduce any fine.
- 6) Citation Review Procedures:
 - a) A request for a Citation Review must be filed online at <https://go.crmls.org/crmls-citation-review-request> within twenty (20) calendar days of receipt of a Citation.
 - b) Supervisor level Compliance staff shall conduct an internal audit of the case taking into consideration any additional evidence provided by the Violator. CRMLS Supervisors may either withdraw the Citation, or process the Citation Review by compiling relevant facts and evidence, including all evidence provided by the Violator, and forwarding to the Violator's local AOR/BOR.
 - c) The Violator's AOR/BOR shall process all aspects of the Citation Review once presented with the Citation Review from CRMLS.
 - d) The Citation Review by the AOR/BOR shall be managed by a Panel of 3 members of the AOR/BOR Professional Standards Committee. The review Panel shall evaluate the documentary evidence presented by both CRMLS and the Violator. No verbal testimony or in-

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| 10.1 | No | Failure to Obtain Seller's Authorization for Coming Soon status listings | \$750 |
| 10.2 | No | Failure to Timely Report Listing Status Changes and Sales | \$250 |
| 10.4 | Yes | Failure to Timely Report Cancellation of Pending Sale | \$250 |
| 10.5 | No | Failure to Report Seller's Refusal to Sell | \$1,500 |
| 11.5(a) | Yes | Improper Media Content | \$100 |
| 11.5(b) | No | Use of Media without Prior Written Authorization | \$1,500 |
| 11.5(c) | Yes | Untruthfulness/Misrepresentation in Media | \$100 |
| 11.5(d) | No | Improper Subsequent Use of Media | \$1,500 |
| 11.5(d) | Yes | Double Watermark Photo(s)- Failure to Obtain/Use Authorized Original Media | \$100 |
| 11.5(e) | No | Branding in Media | \$100 |
| 11.5.1 | No | Mandatory Submission of Photograph/Rendering (except Business Op) | \$250 |
| 12.1 | No | Failure to Timely Notify of DRE/OREA Adverse Action | \$1,500 |
| 12.5 | Yes | Misuse of Public Remarks | \$250 |
| 12.5.1 | No | Misuse of Other Remarks/Media | \$250 |
| 12.7 | No | Unauthorized Use of Term "Sold" | \$250 |
| 12.8 | No | Unauthorized Advertisement of Listing of Another Broker | \$1,500 |
| 12.8.1(a) | No | Unauthorized Advertisement of Listing of Another Broker on Neighborhood Market Report | \$1,500 |
| 12.8.1(b) | No | Failure to Provide Listing Attribution on Neighborhood Market Report | \$250 |
| 12.8.1(c) | No | Displaying Unauthorized Listing Content on Neighborhood Market Report | \$250 |
| 12.8.1(c) | No | Displaying Unauthorized Photograph on Neighborhood Market Report | \$1,500 |
| 12.9 | No | Failure to Provide Adequate Informational Notice on Print/Non-Print forms of Advertising and Public Representations | \$100 |
| 12.10 | No | False/Misleading Advertising and Representations; True Picture Standard of Conduct | \$250 |
| 12.11 | No | Unauthorized Use of MLS Information | \$1,500 |
| 12.12 | No | Unauthorized Distribution of MLS Information and Passcodes | \$1,500 |
| 12.12.1 | No | Unauthorized Clerical User Access and Use of MLS Information | \$1,500 |
| 12.15 | No | Misuse of MLS Reproduction | \$1,500 |
| 12.15.2 | No | Unauthorized Reproduction of Confidential Fields and Information | \$1,500 |
| 12.15.4 | No | Unauthorized Compilation Downloading or Transmission of Data; Failure to Restrict Access to Authorized Party | \$1,500 |
| 12.22 | No | Current, Accurate and Active Email Address Required | \$500 |
| 13.2 | No | Unauthorized Sharing of Lockbox Key | \$1,500 |
| 13.4 | No | Failure to Account for Lockbox Key | \$1,500 |
| 13.5 | No | Failure to Obtain Seller's Permission to Place a Lockbox | \$1,500 |
| 13.6 | No | Failure to Abide by Lockbox Requirements | \$250 |
| 13.7 | No | Unauthorized Entrance into a Listed Property; Unauthorized Access to Lockbox | \$1,500 |
| 13.8 | No | Failure to Report Lost or Stolen Lockbox Keys | \$1,500 |
| 13.9 | No | Failure to Timely Remove Lockbox after COE, Expiration, or Cancellation | \$250 |
| 14.4(a) | No | Failure to Correct any Violation – Subscriber | \$250 |
| 14.4(a) | No | Failure to Correct any Violation – Participant Broker | \$250 |
| 19.2 | No | Misuse of MLS Data on the Internet; Violation of IDX Rules | \$1,500 |
| 19.2.21 | No | Display of Offer of Compensation- IDX | \$2,500 |
| 19.3 | No | Misuse of MLS Data on the Internet: Violation of VOW Rules | \$1,500 |
| 19.3.26 | No | Display of Offer of Compensation- VOW | \$2,500 |