

Multiple Information Service
A Service of the Capital Area Association of REALTORS

LOCKBOX RULES & REGULATIONS

Electronic Entry Card/Key Box System
Effective: March 7, 2005 (revised March 19, 2009)

SECTION 1: DEFINITIONS

System = SentriLock lockbox system

Entry Card = SentriLock entry card

Key Box = SentriLock lock box

Card Holder = person to whom the Entry Cards and Lock Boxes are issued via signed Key Box and/or Entry Card Lease Agreement

MIS = Multiple Information Service (a service of the Capital Area Association of REALTORS)

SECTION 2: MEMBERSHIP

A. Eligibility

(1) Every REALTOR® and secondary member who is a Participant in the MIS, and every non-principal broker, sales associate and licensed or certified appraiser affiliated with a REALTOR® who is a Participant in the MIS, shall be eligible to lease a Entry Card, subject to their execution of a Lease Agreement with the MIS. In the case of non-principal brokers, sales associates, and licensed or certified appraisers, the Lease Agreement shall be co-signed by the MIS Participant, or the office's broker of record. Unlicensed personal assistants, administrative and clerical staff, and individuals seeking licensure as real estate appraisers, who are **UNDER THE DIRECT SUPERVISION OF A DESIGNATED REALTOR, OR MIS PARTICIPANT, OR THEIR LICENSED DESIGNEE**, may hold an Entry Card on the same terms and conditions as non-principal brokers and sales licensees.

(2) The MIS may, at its discretion, lease Entry Cards to Affiliate members actively engaged in recognized related fields of real estate (e.g., pest control, home inspection, structural engineering, etc.). In such instances the Lease Agreement shall be signed by the Entry Card Holder and by a principal, partner or corporate officer of the Entry Card Holder's firm.

(3) All Card Holders shall abide by these rules and regulations. Violations of these provisions and/or the Lease Agreement, upon referral from the MIS Committee, shall be subject to the jurisdiction of the Professional Standards Committee of the Capital Area Association of REALTORS® in accordance with the provisions of the "Code of Ethics and Arbitration Manual" and any other rules, regulations or procedures promulgated by the MIS.

(4) Participants in the System shall comply with these rules and regulations and with the Key Box Lease Agreement and/or Entry Card Lease Agreement. Each participant in this System is entitled to lease and utilize only one Entry Card at any given time. MIS Participants shall be provided a quantity of Key Boxes equivalent to one lock box per each active and pending listing (for residential, income and commercial property types only) plus an extra five percent.

B. Application Process

(1) Eligible applicants may participate in the MIS Key Box System after submission of a completed and signed Entry Card Lease Agreement (signed also by the MIS Participant, broker of record or principal in the case of an Affiliate member) and a completed and signed Key Box Lease Agreement, if applicable.

C. Fees

Recurring subscription fees, shall be based upon the total number of users/licensees affiliated with or employed by an MIS Participant for the operation of the computerized MIS system. The Board of Directors may adopt a policy establishing procedures providing for the direct billing of sales associates for lockbox system fees and fines. Such procedures shall set forth the frequency of billing, method of payment, the amount owed and any associated late fees. Should the MIS be unsuccessful in collecting any fees or fines under this section the participant shall ultimately be responsible for payment.

D. Company Transfer

If a Card Holder changes agency affiliation, a new Lease Agreement must be completed, signed by the new broker of record and agent, and returned within five (5) days of the change of affiliation as recorded with the Illinois Department of Financial and Professional Regulation. Additionally, the agent shall bring his or her Entry Card into the MIS for reprogramming. Failure to comply will result in deactivation. Key Boxes are leased to the MIS Participant only and do not follow the agent to the new company.

E. Leave Business

If a Card Holder leaves the business or ceases his affiliation with the REALTOR® Association, their Broker must notify the MIS within five (5) days and Card Holder will be removed from the system. The Card Holder must immediately return the leased Entry Card to the MIS. Additionally, any Card Holder who is the MIS Participant and who leaves the business or ceases to be affiliated with the REALTOR Association shall promptly account for and return all Key Boxes. In the event that Card Holder defaults under the terms of the Usage Agreement or these rules and does not return their leased Entry Card and/or any leased Key Box(s) within three (3) days the Card Holder shall be responsible for paying the replacement costs for such Key Boxes.

SECTION III: EQUIPMENT

Only one Entry Card shall be issued per person. Lock Boxes are leased to the MIS Participant who shall assume responsibility for their care and safekeeping.

A. Usage

(1) A lock box is a container affixed to a property containing a key to gain access to the property being marketed by a Participant in the MIS. Participants in the MIS or their salespersons are authorized under certain conditions to open these lock boxes under terms specified by the listing broker.

(2) Card Holders are encouraged but not required to use the Key Box on MIS listed property, however, written permission from the seller is required. Nothing shall prevent the owner's right to refuse to have a Key Box on his/her property. The Key Boxes are not designed or marketed as a security system.

B. Updating Entry Card

In order for the Entry Card to operate properly, Card Holders must update their Cards on a regular basis as determined by the MIS.

C. Ownership of Key Boxes and Entry Cards

Entry Cards and Key Boxes are leased to individuals and firms and may not under any circumstances be sold, traded, or transferred to any other person or firm.

D. Lost or Stolen Entry Card or Key Box

(1) If a Entry Card or Key Box is lost or stolen, MIS must be notified within 24 hours. Failure to notify MIS could result in loss of System privileges. Upon notification of a lost or stolen Entry Card or Key Box, MIS will place the Entry Card or Key Box in an inactive status in the system.

(2) Key Boxes obtained through the lease program are the property of MIS. If a leased Key Box becomes lost or stolen, it will be the responsibility of the Card Holder to replace the Key Box at the actual replacement cost plus shipping and handling charges.

E. Inspection of Entry Card or Key Box

Upon notice (not less than 48 hours), Card Holder shall submit their Entry Card and/or Key Box(s) for inspection. A Entry Card and/or Key Box shall be deemed lost if a Card Holder refuses or is unable to demonstrate that the Entry Card is within the Card Holder's physical control and shall be immediately deactivated.

F. Guarantee of Entry Card and Key Box

As detailed in the Usage Agreement, the Entry Card and Key Box carry a limited warranty against defects in workmanship or materials. If the Entry Card fails to work properly due to agent misuse or carelessness, MIS will not be held responsible.

G. Inoperable Entry Card and Key Box

(1) Card Holders experiencing problems with their equipment may call the MIS at (217) 698-7000 or SentiLock Lockbox Company at (877) 736-8745 or via email at support@sentrilock.com or visit their website at www.sentrilock.com. If the problem cannot be remedied, Card Holder may need to bring the equipment to the MIS.

(2) If the malfunction was due to defects in workmanship or materials as detailed in the Usage Agreement, the product will be replaced. If the problem was caused by misuse, the Card Holder shall remain responsible for expenses and replacement costs.

H. Temporary Entry Card Loaner

A broker/owner or manager shall be allowed to lend his/her Entry Card to an agent who has already purchased an Entry Card, but who's Entry Card is not working. If a broker/owner or manager lends his/her card to an agent who has NOT previously purchased an Entry Card, the broker/owner or manager shall be assessed a \$1,000 fine. The broker/owner or manager who lends his/her card to an agent needs to notify the MLS in writing within 24-hours that he/she is doing so. Failure to provide required notice under this provision is also subject to \$1,000 fine. The non-working card needs to be brought to the MIS office for reprogramming or replacement the next business day. In no case shall a broker/owner or manager be allowed to lend his/her Entry Card to an agent for more than 72 hours.

SECTION IV: IMPROPER USE OF SYSTEM AND NON-COMPLIANCE

The MIS and the Capital Area Association of REALTORS will enforce the provisions of these rules and regulations and the Usage Agreement.

A. Unauthorized Use of System

Anyone utilizing the system for purposes other than showing, touring, and viewing, properties for sale or for any other purpose not expressly authorized by the listing broker, will be deactivated immediately and may temporarily or permanently lose system privileges.

B. Entry Cards Not to be Shared

To maintain the integrity of the System, no MIS Participant or Card Holder shall loan, lend, borrow, rent, share, sell, transfer or allow temporary possession of their Entry Card to another MIS Participant or Card Holder, or any other person for any purpose at any time. The fine for participating in such action shall be \$1,000 for each occurrence, not to exceed \$2,500 for each party, and may result in the loss of system privileges for up to 365 days.

C. Improper Marking of Access Code

To guard against unauthorized use of system, no MIS Participant or Card Holder shall mark the access code in either a temporary or permanent fashion on the Entry Card. The fine for such action shall be \$300.00 for the first offense, and double the previous fine for each subsequent offense, not to exceed \$2,500 for each party.

D. Showing Appointments

Card Holders must contact the listing broker to arrange appointments to show MIS listed property unless stated otherwise on the MIS listing data sheet. The fine for entering a property without an appointment shall be \$500.00 and could result in a loss of System privileges for up to 365 days.