

# Citation Policy

Effective January 1, 2006, rev. 1/18/06, 6/1/06, 3/1/07, 5/1/07, 9/1/07, 1/21/09, 05/20/09, 05/01/10

To ensure the integrity of the MLS and the MLS database, this Citation Policy has been established in accordance with Section 7.G of the MLS Rules & Regulations. Fines will be issued in accordance with this policy, subject to change upon approval of the Board of Trustees. This policy is not all-inclusive, does not reflect violations of the Code of Ethics, and does not replace Professional Standards Enforcement through your local Association of REALTORS®. The NNRMLS Board of Trustees understands that the MLS database is an integral part of your day-to-day business and has instituted this Citation Policy to make a focused effort to increase the accuracy and protect the integrity of the MLS.

## Section 1 – Reporting a Violation

### 1.1 How Violations Originate

- ✓ Reported to MLS Staff
- ✓ Random checks of the database
- ✓ Result of listing audit. MLS Rules/Regulations allow NNRMLS staff to request copies of listing forms and change orders. (Section 2.E.1 and H.5)

### 1.2 Reporting Violations

- ✓ Fax a copy of the listing in question to 775.823.8809
- ✓ Use the “Correction” option in Paragon to send an email to NNRMLS Staff

### 1.3 Required Information When Reporting

- ✓ Name and office of the alleged Responsible Participant or Subscriber
- ✓ Nature of the violation (be as specific as possible, i.e., when it occurred, the MLS #, etc.).

## Section 2 – Summary of Citation Process and Fine Amounts

### 2.1 Level 1 through Level 3 Citations

**2.1.A Process.** When a violation is reported, NNRMLS staff will send a Notice of Violation-Warning to the responsible member (Participant or Subscriber) with a copy of the Notice to the responsible Participant (Broker) via email. If no email address is available, a fax transmission will be made; if member cannot be reached by email or fax, a certified letter will be sent. If the violation is not corrected within two business days of the Receipt Date of the Notice of Violation-Warning, a *Notice of Citation and Fine Assessment* will be sent to the Member and his/her Broker. The notification will include the amount of the fine. Refer to the NNRMLS Citation Matrix for a complete overview of the Level 1 through 3 Citations and fine amounts.

**2.1.B Level 1 Fine Calculation.** If uncorrected within two business days of original notification, the amount for a Level 1 fine will be \$100. If uncorrected for an additional 5 days, the fine will double to \$200. If uncorrected for a further 7 days, the fine will double again to \$400. If still uncorrected for a final 7 days the fine will double again to \$800 and the services of the member will be suspended until the total fine is paid.

**2.1.C Level 2 Fine Calculation.** If uncorrected within two business days of original notification, the amount for a Level 2 fine will be \$250. If uncorrected for an additional 5 days, the fine will double to \$500. If uncorrected for a further 7 days, the fine will double again to \$1,000. If still uncorrected for a final 7 days the fine will double again to \$2,000 and the services of the member will be suspended until the total fine is paid.

**2.1.D Level 3 Fine Calculation.** If uncorrected within two business days of original notification, the amount for a Level 3 fine will be \$500. If uncorrected for an additional 5 days, the fine will double to \$1,000. If uncorrected for a further 7 days, the fine will double again to \$2,000. If still uncorrected for a final 7 days the fine will double again to \$4,000 and the services of the member will be suspended until the total fine is paid.

**2.1.E Maximum Fine for Levels 1 through 3.** The maximum fine for an uncorrected Level 1-3 violation is \$5,000. If correction is not made before the maximum is reached the member’s services will be immediately suspended until the correction is made and the fine paid.

**2.2 Level 4 Citations.** Level 4 Citations will be sent in the same manner as noted above. However, the two business day correction period does not apply to Level 4 Citations – they are all automatic, amount of Level 4 fines vary, with some including a mandatory Hearing before the Board of Trustees. Fine amounts for uncorrected citations will continue to double in successive 7 day increments as in the Level 1-3 citations.

### *Section 3 – Level 1 Citations and Fines*

**3.1. Wrong Area.** Listings must be entered into the correct area, in accordance with NNRMLS Area Maps and established boundaries. (Section 2.E.2, Section 2.H)

**3.2. Incomplete Info.** All other information must be complete when entered into the system, including but not limited to APN, taxes, correct schools, zoning, city, state, county and zip code information. (Section 2.E.2, Section 2.H)

**3.3. Incorrect Property Class.** Each listing must be entered into the correct Property Class and Sub-Class. *Example: listing entered as site/stick built instead of condominium, residential instead of multi-family, etc.* (policy)

**3.4. No Showing Availability Noted on Active Listing.** If a listing has a status of “active” but cannot be shown, a notation must be made in the Private Remarks as to when the property will be available for showing. (Section 3.E)

**3.5. Not Disclosing Ownership Status on a Listing.** If a member is a principal party in a listing or related to seller, a notation must be made in either the MLS or Private Remarks of the listing. (Section 5.C) (citation added 02/15/06)

**3.6. Not Removing a lockbox from an off-market listing.** Sold and withdrawn listings must have the lockbox removed within 2 business days of notification. (policy effective 9/07)

**3.7. No Real Property Included.** All listings entered must include real property, with the exception of actual Business Opportunity Listings. Listings that only include water rights, frontage or coverage, or a structure only with no land may not be entered into the system. (2005)

**3.8. Referral Fees or “Reservations”.** Listings that offer only a referral fee or are entered into the system to solicit reservations for future purchase may not be entered into the system.

**3.9. Green Features.** Listings marked “yes” in the “Green Features” field must have a completed Green Features Worksheet loaded in Associated Docs. (policy effective 1/2009)

**3.10. MLS Lockbox System Box Required.** If a Participant or Subscriber participates in the voluntary NNRMLS Lockbox system and if that Participant or Subscriber has placed any lockbox on a listing, NNRMLS requires that the current NNRMLS Lockbox also be placed on the listing. Effective June 1, 2009,

*NOTE: The above are examples only and may not be inclusive of all possible citations.*

### *Section 4 – Level 2 Citations and Fines*

**4.1. No Photo/Sketch Loaded.** Properties within geographic area of the member’s association must be uploaded within 5 days, excluding weekends/holidays or 10 days if rural. A photo/sketch is required on every listing that goes into the MLS. (Section 2.E.12.C)

**4.2. Photo/Sketch with Watermark, Overlay or Dominant Signage.** Photos/sketches may not be watermarked, must be of the listed property (view photos are acceptable) only. No contact information, overlays of any kind, watermarks or dominant signs are allowed. Guideline for dominant signs: If the name/phone number of the listing agent/office can be read in the photo, the sign is too predominant in the photo. (Section 2.E.12.A)

**4.3. Use of another Member’s Photos.** Copying a photograph, drawing or virtual tour from another listing for use on your own listing, regardless of the listing status is prohibited, unless written permission is obtained. (Section 2.E.12.D)

**4.4. Property Class Duplication.** An active listing may not be entered into more than one property class. (rev. 2/15/06)

**4.5. Incorrect Status/Non-Reported Transactions.** All changes of status must be reported to the MLS within 48 hours of the change, excluding weekends and holidays. This includes reporting of price

changes, active pending sales, closed transactions, closed transactions of formerly “waived” listings, listings being placed back on the market and any other contractual changes in status. (Section 3.D)

**4.6. Incorrect Reporting of Closed Transactions.** The correct selling agent, selling office and all other required information must be properly reported on closed transactions. Properties with no member involved on neither the listing nor selling side of the transaction may not be entered into the MLS. (see policy for reporting sales, updated 4/25/07)

**4.7. Contact Information in MLS Remarks or Extended Remarks.** MLS and Extended remarks may only describe the property and details relating to the transaction. No contact information of any kind, including but not limited to names, phone numbers, web sites, email addresses may be entered in the MLS or Extended remarks sections. (Section 2.E.10 and policy)

**4.8. Mention of Affiliated Companies and/or Contact Information:** No mention of affiliated real estate service providers or companies may be mentioned in the MLS, Extended or Private Remarks. *If property is listed for Auction the name of the auction house and website may be added to private remarks*

**4.9 Mention of Non-Member in Contact Information:** Reference to a Non-Member (including but not limited to registered, temporary non-member licensee, or a general licensee who has no membership in NNRMLS, in any contact field including phone number, email address and/or any remarks field is prohibited. Rules & Regs Section 2.E.5)

**4.10. Duplicate Areas.** Listings may only be entered into the correct area in accordance with NNRMLS Area Maps and associated boundaries. (policy)

**4.11. Subdivisions/Developments with Unrecorded Maps:** Properties that are part of an unrecorded or tentative map and have no parcel numbers assigned may not be entered into the system. (policy 2005)

**4.12. Limited Service Listing Disclaimers:** All limited service listings are required to have Real Estate Division Form “Authorization to Negotiate Direct with Seller” (form #637) completed and attached to the corresponding listing as an Associated Document.

**4.13. Unauthorized Type of Compensation in Listing:** Listings offering net compensation, no compensation or conditional compensation may not be entered into MLS. *Note: sold listings added for comparable purposes that were previously withheld from publication may show no compensation if none was offered or paid.(1/2009)*

**4.14. Special Conditions of Sale:** Listings that indicate a special condition of sale must include further explanation in the private remarks; such as

- a. subject to court approval;
- b. bank owned;
- c. subject to lender approval (short sale) with full disclosure of how any reduction in the gross commission established in the listing agreement, required by the lender as a condition of approving the sale, will be apportioned between listing and cooperating participants (Section 6c Rules/Regs);
- d. notification that the property is listed by a relocation company;
- e. other special conditions must also be explained in the private remarks.

*(BOT 06/08 1/09)*

NOTE: The above are examples only and may not be inclusive of all possible citations.

**4.15. Property Re-list.** Listings reactivated by the same office or firm in less than 30 days must be placed “back on market” under the most recent MLS #. However, properties that have a new owner or were foreclosed and subsequently re-listed with the same office or firm can be reentered as new within the 30 day period. (policy 09/07)

## *Section 5 – Level 3 Citations and Fines*

**5.1. Remarks with Potential Fair Housing Violations.** All listing remarks must be in compliance with State and Federal Laws and the Fair Housing Act. (Section 2.E.11)

**5.2. Unprofessional/Inappropriate Remarks:** Listing remarks must be about the property or the transaction only. No unprofessional, inappropriate or derogatory comments will be accepted. (Section 2.E.11 and policy)

**5.3. Branded Virtual Tours.** Only “unbranded” virtual tours may be entered into the MLS. See full Virtual Tour Policy for more details on the definition of branded vs. unbranded tours. (policy)

**5.4. Non-Disclosure of actual Sliding Scale:** Listings marked “yes” for sliding scale compensation must also include full disclosure of the method of calculation in the Private Remarks as members are entitled to know what their compensation will be prior to making an offer. (policy 4/25/07)

*NOTE: The above are examples only and may not be inclusive of all possible citations.*

### *Section 6 – Level 4 Citations and Fines*

**6.1. Late Entry of Listing into MLS.** All listings must be entered into the MLS within 48 hours (excluding weekends and holidays) of the seller’s signature(s). The Level 4 fine for this citation is \$250 plus \$100 for each day late. (Section 2.E.3)

**6.2. MLS Exemption Violation:** Members who have “exempt” status with the MLS will receive a fine of \$500 plus a mandatory Hearing requiring both the Broker and Agent to appear before the Board of Trustees for violating the exemption agreement. (policy)

**6.3. Exempted Listings with No Waiver of Benefits on File.** The citation for not submitting a complete and signed copy of a Waiver of Benefits form to NNRMLS within 48 hours (excluding weekends and holidays) of seller’s signature(s) is \$1,000. (Section 2.F)

**6.4. No Response to Listing Information Audit Request.** The NNRMLS Board of Trustees may request copies of listing input forms and related change orders with 48 hours notice. The fine for failure to submit the requested documents by the deadline is \$2,500 plus a Hearing before the Board of Trustees. (Section 2.E.1 and 2.H.5)

**6.5. No Seller Signature(s) on Listing Input or Change Form.** Seller signature(s) are required on all listing input forms and status change forms relating to contractual changes. Failure to have the appropriate signatures on a listing input form, change form or agreement will result in a \$1,000 fine. (Section 2.H.2)

**6.6. No Agent or Broker Signature on Listing Input or Change Form.** The signature of either the listing agent or the listing broker is required on listing input forms and all change forms. The broker’s signature is required on all “temporary off market” and “withdrawn” status change forms. The fine for not having the appropriate signature is \$1,000. The broker will receive the fine for no broker signature. (rev. 1/18/06) (Section 2.I.3 and policy)

**6.7. No Listing Input Form on File.** Listing information must be on a current approved form. The fine for not having a signed listing input form submitted to NNRMLS upon request is \$1,000. (Section 2.E.1)

**6.8. Misuse of Lockbox System.** Giving a lockbox key to an unauthorized user or the use of another member’s lockbox key is prohibited. The fine for unauthorized use of a lockbox key is \$2,500 plus a mandatory Hearing before the Board of Trustees. (Section 4.A and the Lockbox Key Agreement)

**6.9. Sharing a Password/Token to Access MLS or Allowing Unauthorized Use/Access to MLS.** Only active members of NNRMLS may access the MLS System, each with his/her authorized login and password. This also includes improper use of the MLS by an agent/broker staff member/assistant either with the agent/broker’s password or an approved staff login account. The fine for sharing the system and password, allowing an unauthorized user to access the MLS System, or for unauthorized use by a staff member/assistant is \$2,500 plus a mandatory Hearing before the Board of Trustees. The DR (responsible broker) will be responsible for fines and/or hearings resulting from misuse by his/her staff member or an agent’s assistant with an approved login account. (rev. 1/18/06) (Section 5.A.2)

**6.10. Exporting MLS Content for Unauthorized Use or Allowing an Unauthorized Export of MLS Content.** The fine for exporting MLS information for unauthorized use or for allowing an unauthorized user to export/retrieve content from the MLS is \$5,000 plus a mandatory Hearing before the Board of Trustees. (Section 12.B.1 & 2)

**6.11. Service Re-activation Fee.** If for any reason a member’s MLS services are suspended, the service re-activation fee is \$50. Services will not be restored until the outstanding obligation and the reactivation fee are paid. (Section 7.F and policy)

**6.12. Failure to Make Correction.** Failure to make corrections prior to reaching the maximum citation amount will result in immediate suspension of MLS services for the violating member until the correction is made and fine is paid. (policy revised 1/18/06)

**6.13. Improper Use of Statistical Ranking Reports.** Distribution of ranking reports to any 3<sup>rd</sup> party to be used by that party for their individual marketing or promotional purposes or member use of agent ranking reports with names of other members for public media marketing without written permission of those members will result in a fine of \$1,000. (policy 02/07)

**6.15. Distribution of Confidential Information:** Distribution, in any form, of confidential information, including but not limited to the compensation, private remarks, occupied by, special conditions of sale and/or listing type fields is prohibited. (1-09 – Listing Remarks Policy Sections 4 and 5.a-b; Rules & Regs Section 12.B.2) Effective May 1, 2009.

*NOTE: The above are examples only and may not be inclusive of all possible citations.*

### Section 7 – Responsibility for Violations and Fines

The violating Member shall have initial responsibility for correcting the Citation and paying all fines. If the violator is a clerical user or unlicensed assistant for a Member or Broker, the responsible Member/Broker shall be responsible for payment of all fines.

### Section 8 – Non-Payment Results in MLS Suspension

Failure to pay a fine in accordance with current NNRMLS billing policies (unless an administrative review or a hearing is requested as set forth below) will result in suspension of MLS services of the responsible member. Payment of the fine and the service re-activation fee will be required before MLS services will be reinstated.

### Section 9 – Notice of Violation

For purposes of this Policy, **Notice of Violation-Warnings** and **Notice of Citation and Fine Assessments** will be sent to the listing agent/subscriber with a copy of the Notice to the Broker Participant (Broker) as defined in Section 2.1A.

### Section 10 – Calculation of Time Periods

**10.1 Receipt of Notices.** Receipt of a notification sent by NNRMLS to a Subscriber and/or Participant will be presumed received on the date mailed, faxed or emailed. Final dates for receipt of replies from the Subscriber or Participant will be included in all correspondence from NNRMLS.

**10.2 Initial Notification and Response.** In calculating time periods, the time to submit a response to a *Notice of Violation-Warning* (Level 1 through 3 only) is based on calendar days (weekends and holidays included). Calculation of time begins on the day of notification.

### Section 11 – Due Date For Payment of Fines

Fines will be placed on the member's billing account upon assessment. Should a waiver request be submitted in accordance with current policy, the amount will be removed from the member's account pending final determination. If the fine is upheld, the amount will be placed back on the member's account and payment will be subject to current NNRMLS billing policies.

### Section 12 – Multiple Violations

**12.1 Multiple Level Violations on the Same Listing.** If any specific Notice of Citation and Fine Assessment includes a combination of Level 1 through Level 4 fines, the higher Level rate will be applied. (*Note, this does not preclude another notice of citation in the future for the same MLS number for different or similar violations*)

**12.2 Multiple Violations of the Same Level on the Same Listing.** If more than one violation in the same Level is cited on a particular citation notice, the amount will not increase on a per violation basis. Example: no listing photo and a non-reported transaction on the same listing would be \$250 total, not \$250 each. (*note, this does not preclude another notice of citation in the future for the same MLS number for different or similar violations*)

**12.3 Repeat Offenders.** If a member is found in violation of the same offense a second time, the citation will not include the 48 hours warning. Rather the *Notice of Citation and Fine Assessment* will be sent and the fine will begin at the sum equivalent to the amount due at the end of the first 7 days.

Example: second offense of Level 1 Violation – Notice sent with \$200 fine assessed; second offense Level 2 Violation – Notice sent with \$500 assessment; etc. If uncorrected within 7 days, fine will continue to double as in first offence scenario. i.e. Level 1 = \$200, \$400, \$800, \$1600 and suspension. (*note, Member will be on notice as a repeat offender*)

Should a member be found in violation of the same offense a third time, *Notice of Citation and Fine Assessment* will state that this member has been warned of repeated violations. The member will be required to make the correction and must appear before the NNRMLS Board of Trustees. A fine not to exceed \$5,000 will be assessed.

## Section 13 – Right to Dispute Notice of Violation and Fine Assessment

All members have the right to request a Waiver of any Citation/Fine issued. Should the Waiver be denied, the member shall then be notified of his/her right to a Hearing by the NNRMLS Hearing Panel. The Hearing and Appeal processes will be conducted in accordance with the National Association of REALTORS® Code of Ethics and Arbitration Manual (COEAM). Maximum penalties and additional sanctions that may be added during the hearing process are also in accordance with the (COEAM) and the Multiple Listing Service Handbook.

**13.1 Initial Request for Waiver.** Requests for Waiver must be submitted in writing within thirty (30) calendar days of the date that the actual fine/citation was issued. Required corrections must be made prior to requesting a waiver of a fine.

**13.2 Administrative Panel Review.** An administrative panel will review the request and respond with a decision within ten (10) calendar days of receipt of the waiver request. If the request for waiver is denied, general information and all necessary forms to request a hearing will be included in the response. If a Hearing is not requested by the deadline noted in the correspondence, the decision of the Administrative Panel will be final.

**13.3 Requesting a Hearing.** The member will have twenty (20) calendar days from the date on the waiver denial notification to request a hearing. Requests for a hearing must be submitted on the Hearing Request form and be accompanied by all required forms, including all documentation for review at the hearing. A request for Hearing will not be considered “received” until all required information is complete and properly signed (if applicable).

**13.4 Types of Hearings.** The member will have the option of selecting either a “documents only” hearing or to appear in person at the hearing with the opportunity to bring witnesses, have legal counsel present, etc. Only one option may be selected.

**13.5 Make Up of a Hearing Panel.** A panel will consist of at least three qualified panel members including one member of the Board of Trustees.

**13.6 Hearing Dates.** Hearings will be scheduled monthly; additional dates may be scheduled as needed.

**13.7 Receipt of Documentation.** Receipt of documentation or correspondence sent by NNRMLS to a Subscriber and/or Participant will be presumed received on the date mailed, faxed or emailed. Final dates for receipt of replies will be included in all correspondence.

**13.8 Decision of Hearing Panel.** The responsible Subscriber and/or Participant will be notified of the results of the Hearing within 10 calendar days of the final decision of the Hearing Panel. Hearing Panel decision will include information on the member’s right to appeal the decision based on due process and proper procedures. If an appeal is not filed within the required time frame, the decision of the Hearing Panel will be final.

**13.9 Right to Appeal the Decision of the Hearing Panel.** Upon notification of the decision of a Hearing Panel, the member shall have the right to appeal the decision based only on “Due Process” as defined in the National Association of REALTORS® Code of Ethics and Arbitration Manual (COEAM). A request for appeal must be filed within twenty (20) calendar days of the date on the decision of the Hearing Panel.

Appeals will be referred to the member’s local association. If the member is an “MLS Only”, the appeal request will be referred to one of the two shareholder associations. Members requesting an appeal through their local association, or an MLS-Only member who is referred to a shareholder association will be subject to payment of any processing fees charged for the procedure.

## Citation Matrix (subject to change)

Type of Correction	Citation Amount
<b>Level 1 Citations – 48 hours (2 Days) to Correct before Citation Amount Assessed</b> <b>Citation Amounts double each 7 days if listing is not corrected</b>	<b>\$100</b>
<p>Incorrect Information: *such as wrong area, no parcel number or taxes, no commission on active listings, incorrect schools, wrong city or county, zoning, stories, unknown cross street Section 3.1-2</p> <p>Incorrect Property Class Section 3.3</p> <p>No Disclosure of Showing Availability (active/no showings) in private remarks Section 3.4</p> <p>No Disclosure of agent/broker ownership status in the MLS or Private Remarks (rev. 0206) Section 3.5</p> <p>Listings entered into the system that do not include real property (example: rights only, etc) Section 3.7</p> <p>Listings entered into the system that are "reservations only" or "referral fee" listings Section 3.8</p> <p>No Removal of lockbox from an off-market listing (rev. 0907) Section 3.6</p> <p>Green Features: "Green Features Worksheet" must be completed &amp; uploaded into Assoc. Docs if "Green Features = Yes". Section 3.9</p> <p>MLS Lockbox Required if a Participant or Subscriber participates in the voluntary lockbox system and has placed any other lockbox on the property (section 3.10) effective 6.1.09</p>	
<b>Level 2 Citations – 2 Business Days to Correct before Citation Amount Assessed</b> <b>Citation Amounts double each 7 days if listing is not corrected</b>	<b>\$250</b>
<p>No Photo/Sketch/Photo copy w/out permission/Watermarking/Predominate Signs Section 4.1-3</p> <p>Duplicate Area or Property Class Duplication Section 4.4</p> <p>Incorrect Status/Non-Reported transactions/incorrectly reported closed transactions Section 4.5-6</p> <p>Member Contact Info in MLS/Extended Remarks Contact info for any 3rd Party in any remarks field. Section 4.7-8</p> <p>Reference to a Non-Member (including but not limited to registered, temporary non-member licensee, or a general licensee who has no membership in NNRMLS in any contact field Rules &amp; Regulations Section 2.E.5</p> <p>Listings entered into the system prior to approval of final map &amp; assignment of APN Section 4.10</p> <p>Limited Service Listing Disclaimers: NVRED Form "Authorized to Negotiate Direct with Seller" (form #637) attached as Associated Document Section 4.11</p> <p>Unauthorized type of Compensation in Listing: Listings offering net compensation, no compensation or conditional compensation Section 4.13</p> <p>Special Conditions of Sale: No disclosure, explanation required in Private Remarks Section 4.14</p> <p>Improper Re-list of active listing - fine plus withdrawal of new listing, reactivate former, etc. Section 4.15</p>	
<b>Level 3 Citations – 2 Business Days to Correct before Citation Amount Assessed</b> <b>Citation Amounts double each 7 days if listing is not corrected</b>	<b>\$500</b>
<p>Remarks with Fair Housing Liability for NNRMLS Section 5.1</p> <p>Unprofessional/Inappropriate Remarks - any remarks field Section 5.2</p> <p>Virtual Tours: branded tour or another URL in field Section 5.3</p> <p>Failure to disclose the calculation method for sliding scale compensation in private remarks (6/07) Section 5.4</p>	

**Level 4 Citations – Automatic Citation****Citation Amounts double each 7 days if listing is not corrected**

	<b>Citation Amount</b>
Late entry of listing into MLS	\$250 + \$100/day late up to \$2500
Distribution of Confidential Information prohibited Section 16.15	\$250 1st offense \$1000 2nd offense, \$2500 3rd and successive offenses
No Waiver of Benefits on File Section 6.3	\$1,000
Listing Audit: no agent/broker and/or seller signatures/no listing form and/or agreement on file Section 6.6-7	\$1,000
Misuse of Statistical Ranking Reports (4/06) Section 6.13	\$1,000
Allowing unauthorized use of lockbox key or unauthorized use of another member's lockbox key Section 6.8	\$2,500 + hearing
Audit: no documents submitted in response to audit Section 6.5	\$2,500+hearing
Sharing a Password/Token access to Paragon Section 6.9	\$2,500 + hearing
Allowing unauthorized access to MLS (or unauthorized use by agent/broker staff/assistant (0106) Section 6.13	\$2,500 + hearing
Providing contact info to 3rd party for any other use than member/member communication (3/07) Section 6.13	\$2,500 plus a hearing
Exporting MLS info for unauthorized use Section 6.10	\$5,000 + hearing
Service Re-activation fee Section 6.11	\$50/occurrence
MLS Exemption Violation Section 6.2	\$500 + hearing