

# Billing and Refund Policy

## Section 1. Monthly Billing for MLS Services

Members will be billed monthly for the upcoming month's recurring fees or any other applicable charges. Members who join the MLS on or before the 15<sup>th</sup> of the month will be billed for that month and the upcoming month on their first statement.

## Section 2. Payment Process

Payments on account are due by the 15<sup>th</sup> day of the month and considered delinquent at 5:00 p.m. on the 45<sup>th</sup> day after original billing. Members may pay their bill via debit/credit card, cash, or check. Payments may be delivered to the NNRMLS office, mailed, phoned in, processed through the auto-pay program, or made on line.

## Section 3. Late Payments

Postmarked envelopes or after-hours delivery will not be considered when determining late fees. Payments must be received at the NNRMLS office by 5:00 p.m. on the 45<sup>th</sup> day or services will be suspended and a re-activation fee of \$50 will be assessed. All services will be reinstated upon receipt of account balance and \$50 re-activation fee.

- A. Subscribers who do not bring their account current and pay the re-activation fee by the 55<sup>th</sup> day will be considered non-members for MLS purposes and future billings will be transferred to the Participant's account. After 90 days, delinquent accounts may be sent forward for collection.
- B. Participants who do not bring their individual account current by the 45<sup>th</sup> day will be suspended and a re-activation fee of \$50 will be assessed. If, after 90 days, the Participant's account is not brought current and re-activation fees paid, the entire office will be terminated and all listings will be removed.

## Section 4. Refund Policy

- A. **Terminated Members:** Members with a "zero" account balance who terminate on/before the 15<sup>th</sup> of the month, are eligible for a refund of MLS and Key fees for the month of the termination only. Members with a credit balance on their account will receive a refund check or a credit applied to the credit card within thirty (30) days of termination. If termination paperwork is signed by agent but not forwarded to Association by the Broker for official termination, accumulated balance may be moved to the Designated Realtor's bill.
- B. **Active Members:**
  - i. Errors on Billing: If NNRMLS erroneously bills a member, a credit will be applied to their account and will appear on the next monthly statement.
  - ii. Training Sessions: Refunds will be given for pre-paid registrations if cancellation is received in accordance with the posted refund policy for that session.
- C. **MLS Only Applicants:**
  - i. MLS Participant: If an MLS Only application from a Designated REALTOR® is withdrawn in writing within 2 business days of submission and the MLS system has not been accessed, \$75 of the application fee will be retained by the NNRMLS to defray the administrative costs of establishing the office and broker membership records. If MLS access has been established, refunds of monthly fees will be as noted in Section 4.a of the Billing and Refund Policy.
  - ii. Subscriber: If an MLS Only application from a subscriber is withdrawn in writing within 2 business days of submission and the MLS system has not been accessed, \$25 of the processing fee will be retained by the NNRMLS to defray the administrative costs of establishing the subscriber's membership records. If MLS access has been established, refunds of monthly fees will be as noted in Section 4.a of the Billing and Refund Policy.

# Collection of Past Due Accounts

## Section 1. Suspended Status

Current members (including participants, subscribers and non-members) with a past due account balance may be sent to collection.

- A. When an account has been inactivated for non-payment for 30 days, NNRMLS will send a letter to the member requiring payment within 30 days to avoid being referred for collection. If unpaid by the final due date, accounts will automatically be referred for collection. In addition, a notation will be made in the member's file indicating that the previous balance due and any applicable re-activation fees must be paid prior to reinstating MLS membership at any time in the future.

## Section 2. Inactive/Terminated Status

Former members (including participants, subscribers and non-members) who are no longer active in the MLS with a past due account balance may be sent to collection.

- A. If, after 30 days from termination, the account is still delinquent, a certified letter will be sent requiring payment within 30 days or account will be referred for collection. If still unpaid on the final due date, the account will automatically be sent to collection. In addition, a notation will be made in the former member's file indicating that the previous balance due and any applicable re-activation fees must be paid prior to reinstating MLS membership at any time in the future.

# Returned Check Policy

## Section 1. Current Account Balance

- A. NNRMLS shall charge a service charge for checks returned for insufficient funds. The service charge amount shall be prominently posted.
- B. In the event of a returned check, member must make the funds good, plus the service charge within 10 business days.

## Section 2. Returned Check Causes Account Delinquency

- A. In the event a check is returned for insufficient funds for payment of an agent or broker account which is on notice as 45-days delinquent, MLS services (if applicable) shall be suspended immediately upon notice of the insufficient funds check and reactivation fees will be assessed plus the return check service charge. The account will be processed as a delinquent account in accordance with NNRMLS billing policies.

## Section 3. Multiple Returned Checks

- A. If a member has three returned checks within a 12-month period, the member account shall be on a credit card or cash basis for a one-year period.