

Georgia MLS SupraKey and Keybox Policy - Adopted May 2007

The Electronic Keybox System is a service of Supra, Inc., a division of UTC Fire & Security (Supra), that is authorized by Georgia MLS (GAMLS) to provide keybox services designed to optimize security for sellers and their property, increase the efficiency of the GAMLS membership, minimize the liability to the users of the system, and generate reports and information that will facilitate the buying and selling process. The following System policies are administered by GAMLS under the master agreement between GAMLS and Supra UTC Fire & Security.

RULES & REGULATIONS

1. Every GAMLS member in good standing who meets the criteria of the Supra Keybox Policy shall be eligible to hold a SupraKey, subject to their execution of a lease agreement. All SupraKeys are available only on a lease basis, and remain the sole property of Supra. If membership in the service is terminated or suspended for any reason, the rights to use the Keybox System will also be terminated or suspended. No one shall be required to lease a SupraKey, and participation in the Keybox system is on a voluntary basis.
2. Non-member affiliates who are actively engaged in a recognized field requiring inspection of property or access to listed properties, may lease an Affiliate SupraKey, provided a lease agreement is signed by the SupraKey holder and adequate documentation is provided. Affiliate SupraKeys, also known as "Call Before Showing" (CBS) Keys are leased to affiliate members as a service and convenience to the GAMLS membership. The ability to access Keyboxes with Affiliate/CBS Keys is controlled by and the responsibility of the member who maintains the CBS Code programmed in each Keybox.
3. All terms and conditions of the Supra lease agreement, made a part of this policy by reference, take precedence over any part of this policy. The SupraKey lease agreement is between the Keyholder (Lessee) and Supra.
4. SupraKeys cannot be mailed or picked up by others. SupraKeys may not be transferred or assigned from one member to another. If the Lessee is incapable of coming to a GAMLS location, the lessee can have a power of attorney implemented to obtain a SupraKey or complete the eKEY online process.
5. Supra or GAMLS may refuse to lease SupraKeys, may terminate existing SupraKey lease agreements, and may refuse to activate or reactivate any SupraKey held by an individual convicted of a felony or misdemeanor if the crime, in the determination of Supra or GAMLS, relates to the real estate business or puts clients, customers, or other real estate professionals at risk.
6. If a member is having problems with their Key, the member/leaseholder must be present at the GAMLS offices to exchange keys or, in the case of eKeys to be reprogrammed. It is the policy of Supra never to release keys (active or otherwise) to anyone other than the Member/Leaseholder to whom the SupraKey is leased.
7. Keyboxes can be purchased by GAMLS members at various Georgia MLS authorized locations, and become the legal property of that member. Keyboxes can be sold, traded or given from one

member to another provided GAMLs receives written notification of such transfer along with proper documentation, such as a bill of sale or a letter of transfer. Keyboxes can only be sold to active SupraKey holders.

8. When leasing an Affiliate Key, GAMLs does not guarantee to the affiliate that its members will provide CBS codes for the member's Keyboxes. It is solely at the discretion of the member to provide CBS codes to affiliates for their own Keyboxes and to maintain records of their own CBS codes. For security purposes, GAMLs or Supra cannot release CBS codes to affiliates; the codes must be obtained through the owner of the box that is to be accessed.
9. Supra Keyboxes are not required to be placed on a property. The system is a marketing tool that provides great benefits to the members who utilize it, and it is highly recommended that a Keybox be placed on every GAMLs listing. Nothing shall prevent the owner's right to refuse to have a Keybox placed on their property.
10. It is the responsibility of the Listing Agent to assure that the Keybox is firmly attached to the premises. Keyboxes that are not attached to the property in a secure manner may be compromised, resulting in personal harm, property theft or damage.
11. GAMLs will only provide shackle codes for keyboxes to the member to which they are assigned. Inventory lists can be obtained from the Supra website, www.supraekey.com. The list will provide serial numbers, shackle codes, and CBS codes.
12. A Keyholder may not use their SupraKey to access a Keybox without first calling the listing office or agent to ascertain the availability of the property and to schedule a preview or showing, unless instructed otherwise in writing by the listing office or if stated in the GAMLs online system that appointments to show or preview are not necessary. Repeated violations of this rule may result in penalties, including but not limited to fines up to \$500 for each violation and/or suspension from use of the Keybox System.
13. SupraKey holders shall not allow their SupraKey to be loaned, given or used by other persons at any time. Violations of this rule will result in penalties, including but not limited to a fine of up to \$1,000 for each violation of this rule and/or suspension from use of the Keybox System. The only exception to this rule is the temporary loaning of a SupraKey to another authorized SupraKey holder as a result of the failure of the second keyholder's SupraKey. Both SupraKey holders must be affiliated with the same broker. Supra must be notified of such occurrence and the Personal Identification Number (PIN) numbers of each SupraKey must be changed.
14. SupraKey holders acknowledge that it is crucial to maintain security of the SupraKey and its PIN to prevent use by unauthorized persons. SupraKey holders agree to:
 - a. Keep the SupraKey in a safe place at all times.
 - b. Not attach the PIN number to the SupraKey, or make the PIN number accessible to others
 - c. Not to allow others to use their SupraKey, except as outlined above.
 - d. Not assign their leases, or transfer their SupraKeys from one member to another member.
 - e. Not destroy, alter, modify disassemble, or tamper with the key.
 - f. Notify Supra immediately but no later than 48 hours of the loss or theft of the SupraKey.
 - g. Return to Supra the SupraKey and associated items upon termination of lease.
 - h. Follow any additional security procedures specified by Supra or GAMLs.
15. Keyboxes may not be placed on a property without written authority from the seller. This authority may be established in the listing contract or in a separate document. Only Keyboxes authorized by GAMLs may be placed on listed property with the exception as required by a

- governmental authority (i.e. HUD). Nothing shall prevent the owner's right to refuse to have a lockbox placed on his property.
16. The listing participant should remove the Keybox from the property within 48 hours after the listing expires, results in a closed sale or property rental, or whenever notified by property owner to remove the Keybox.
 17. If a SupraKey holder accesses a Keybox and finds the property key missing, or the property is unlocked or damaged, the SupraKey holder is required to notify the listing office immediately.
 18. A SupraKey holder and/or responsible person/entity, shall be required to pay damages to offset all of the costs of re-establishing the security of the overall Supra Keybox System if it is determined the security has been compromised through the negligence or fault of the SupraKey holder.
 19. In the event a Key is lost, stolen, or otherwise unaccounted for, the Keyholder shall notify Supra within forty-eight (48) hours by telephone and in writing. The Keyholder shall promptly report any such theft to the appropriate law enforcement agency. If a lost SupraKey is found, it can be returned within 30 days, and a credit issued for the fees associated with the replacement.
 20. Any failure to comply with any of the terms herein or of the Supra User Agreement or the Bylaws, Rules and Regulations, and policies of GAMLS shall constitute an event of default.
 - a. Upon the occurrence of any such event of default, the User Agreement may be terminated in accordance with these Rules and Regulations by GAMLS.
 - b. Keyholder shall be subject to loss of access to the system, fines, and other penalties as determined by the Bylaws, rules and regulations, and policies of Supra and GAMLS.
 - c. If a violation of these Rules and Regulations is determined then sanctions will be imposed as follows:
 - i. **First Offense:** The Keyholder must pay a \$500 fine. If the fine is not paid with five (5) days, Supra will disable the member's ability to update his key until the \$500 fine is received by GAMLS. Upon receipt of the \$500 fine, Supra will reinstate the member's ability to update their SupraKey.
 - ii. **Second Offense:** The Keyholder must pay a \$1,000 fine and will receive a 30-day suspension of their key privileges. The member will be denied the ability to update their key for 30 days. If after the 30-day suspension the member has not paid the \$1,000 fine, the member will continue to be denied the ability to update their SupraKey until the fine is paid.
 - iii. **Third Offense:** Supra shall permanently terminate the Keyholder's lease.
 21. When a SupraKey holder, whether a GAMLS member or an affiliate a) no longer chooses to participate in the Keybox System, or, b) is no longer a member of Georgia MLS, or c) transfers to a different firm, the SupraKey holder is responsible for notifying GAMLS of such change. In the case of discontinuing the service or termination of membership, the SupraKey holder is responsible for turning in the SupraKey and all other related equipment.
 22. Lease charges on SupraKeys will continue to be billed by Supra until all equipment is returned to GAMLS and the proper cancellation procedures have been completed.

Questions and Answers

Q. How do I obtain a CBS (Call Before Showing) code?

A. CBS codes can only be obtained from the listing broker/company. It is the ultimate responsibility of the listing company that places the Keybox on the property to maintain security for the seller and the seller's property. The listing company should maintain a list of CBS codes and change them whenever necessary.

There are four possible places to find your CBS (Call Before Showing) code:

- **KIMvoice (888-968-4032):**
 1. Call **KIMvoice (888-968-4032)**, enter your SupraKey number and pin, then choose **Option 2**.
 2. Provide the serial number of the Keybox and the shackle code, and **KIMvoice** will give you the 7-digit CBS code over the phone 24 hours a day, 7 days a week.
- **SupraWEB:** If your keybox is registered on SupraWEB, you can view your Keybox settings and the CBS code.
 1. Log on to **SupraWEB**, and click on the **Listings** menu.
 2. Click on **Keyboxes** under the **Quick Links** section of the page.
 3. Identify the correct Keybox on the list and the corresponding CBS code is displayed
- **Supra (GE Security) Label:** When a Keybox is purchased, the Supra (GE Security) staff will provide a white label with the CBS code printed on it. This will only be the case if the CBS code has not been changed after the original purchase.
- **eKEY:** if you use an eKEY as your SupraKey, you can view your CBS code for the Keybox:
 1. Select **Inventory** in your Supra eKEY application.
 2. Find the Keybox **serial number** and click on it.
 3. Click the **EDIT** option at the bottom of the screen.
 4. Click on the button or blank box next to **Require CBS**. Your CBS code will display.
 5. Once you have the CBS code, make sure to push the **Cancel** button and select **Yes** to avoid programming your Keybox.

For additional questions regarding Supra (GE Security) KIMvoice and/or KIMweb, please contact 877-699-6787.

Q. How can the CBS code be changed?

A. The CBS code can be reprogrammed in a Keybox by either the owner of the box utilizing functionality available with an eKEY or at any GMLS location. The steps for reprogramming using an eKEY are as follows:

1. Go to the **Inventory** menu option in your Supra eKEY application.
2. Select the correct serial number to bring up the **Keybox Details** screen.
3. Choose **Edit** and click on the button or blank box next to **Require CBS**.
4. Click on the current CBS code.
5. Enter new CBS code and press **Save**.
6. Unselect **Require CBS** to avoid using the feature for all agents entering the Keybox.
7. Push **Program** button on the bottom of the screen.
8. Enter shackle code and activate Bluetooth on the Keybox.
9. Press **Done** after the communication is complete.

SPECIAL NOTE: In order to maintain maximum system security, when reprogramming CBS codes be sure to use a unique code for each box that is not easily determinable. Using codes such as an agent, office, or homeowner's phone number, one number or a count (i.e. 1111111 or 1234567) is not

recommended. It is the keybox owner's responsibility to maintain security of the keybox for their clients, and thereby reduce their liability.

Q. What requirements are necessary to qualify as a valid picture ID?

A. The picture ID has to be issued by a governmental institution and be current or active.

Q. Why is the business license or Company letter of employment required?

A. A valid real estate purpose needs to be identified in order for a non-member affiliate key to be issued.

Q. What is a GCIC?

A. **GCIC** - Georgia Crime Information Center report of "Georgia only" criminal history.

Q. Where can I obtain a GCIC?

A. From any local sheriff's office or police department. (Depending on the law enforcement agency's policy, there may be a waiting period to obtain the report-usually no more than 24 hours.)

Q. How much does a GCIC cost?

A. The report may cost up to \$25.00.

Q. How long is a GCIC report considered current for use by an applicant?

A. Up to 60 days from the date the law enforcement agency issues it.

Q. Do I have to disclose a conviction that is not on my GCIC?

A. Yes. If you are aware of any conviction in any state or country, nolo contendere plea, or first offender sentence that is NOT on the GCIC report, you MUST disclose it (them). Failure to disclose all convictions, nolo contendere pleas, First Offender sentences, and disciplinary sanctions can result in denial of service.

Q. Do I need fingerprint cards to obtain a GCIC report?

A. No. Fingerprint cards are NOT needed to obtain a GCIC report.

Q. If I have a conviction listed on the GCIC, do I also have to obtain a certified copy of the court documents?

A. Yes.

Q. Where do I obtain certified court documents?

A. The Clerk of Court in the court in which each conviction, nolo contendere plea, and First Offender sentence occurred. If the court disposition is unavailable, you must provide a letter from the court stating that the documents are not available.

Q. What must the court documents contain?

A. Both of these items:

1. the citation, accusation, information, or indictment that led to the conviction; and
2. the sentence and/or final disposition of the conviction, nolo contendere plea, or First Offender sentence.

Q. Do I have to answer "yes" to the conviction question if I have been pardoned for a criminal offense?

A. Yes.

Q. Do I have to answer "yes" to the conviction question if someone (lawyer, teacher, broker, government official, etc.) has told me that the offense is not, or is no longer, "on record"?

A. Yes.

Q. Do I have to answer "yes" to the conviction question if the offence has been expunged from my record?

A. Yes.

Q. What do I say in my written statement?

A. Explain the following:

1. the circumstances surrounding every conviction/disciplinary action (your age at the time, your motivation for committing the unlawful act, other parties involved, persons harmed, and so forth),
2. whether you have made any required restitution,
3. whether you have completed all conditions of your sentence,
4. whether you are on probation,

5. any steps you have taken to prevent a reoccurrence of your unlawful act;
6. your work experience since the conviction(s)/disciplinary action(s), and
7. why you should be issued a SupraKey in spite of the conviction(s)/disciplinary action(s).

Q. Who do I use for character references?

A. Three persons not related to you by birth or by marriage. If a broker has agreed to hold your license, one of the three letters must be from that broker.

Q. What should my character references say in their letters?

A. They should say in the letters the following:

1. how long they have known you;
2. whether they are aware of your prior conviction(s) or disciplinary action(s);
3. how they have known you (as a teacher, friend, work colleague, etc.);
4. that they understand that you may be handling other people's money, may have access to confidential information, and may have access to other people's property;
5. their estimation of your current reputation in the community; and
6. telephone numbers at which they can be reached.