

These rules and regulations are agreed to by and between the Columbus REALTORS®, an Ohio non-profit organization, and keyholders of the Columbus REALTORS® and/or the Columbus & Central Ohio Regional Multiple Listing Service.

1. **Purpose:** Keyholder shall use the DisplayKEY and/or eKEY only for the purpose of gaining authorized entry into real property on which a System Keybox has been installed and shall remain with those persons for whom they have gained access.
2. **Prior Authorization of Property Owner:** Before Member may install or use any Keybox on real property, Member shall first obtain the written authorization of the property owner and also, if applicable, any tenant in possession of the property.
3. **Mandatory Showing Responsibilities:** Participants of the Keybox System are authorized under certain conditions to open Keyboxes under terms specified by the listing Broker and/or listing Agent and/or showing service.
 - Those Members and Brokers wishing to show a property MUST contact the listing Agent, Broker or designated showing service to arrange appointments to show a listed property.
 - Failure to contact listing Agent, Broker or designated showing service prior to showing, could result in an Ethics complaint for a violation of any or all of the following Article 1 supported by Standards of Practice 1.2 1.16 and Article 3 supported by Standard of Practice 3.9 of the REALTORS® Code of Ethics of the National Association of REALTORS®, and/or a fine of up to \$2,500.
 - If a Member fails to contact the listing Agent, Broker or designated showing service, the listing Agent can file a complaint with the Grievance Committee by contacting the Keybox Administrator at the Columbus REALTORS®.
 - The Keyholder who makes or instructs their representative to make an appointment to enter a listing shall be responsible for opening and securing the property when leaving and shall remain with those persons for whom they have gained access.
 - Extreme care shall be taken by Keyholder to ensure that all doors to the listed property and the Keybox are securely locked upon exit
 - To file a complaint, the listing Agent must complete the complaint form, provide copies of the activity printout from the Keybox in question and provide copies of the Broker's showing log.
 - If a Member is found to have violated the showing procedures the Grievance Committee can assess the following fines:
 - First Offense: Up to \$500.00 fine
 - Second Offense: Up to \$1000.00 fine
 - Third Offense: a fine up to but not to exceed \$2,500, possible removal from the Keybox program and appearance before the Columbus REALTORS® Professional Standards Committee
4. **Transfer of Keyboxes:** Notwithstanding the other provisions of the Keybox Agreement, while Member is not in breach of the Keybox Agreement, Member may at any time during the term (1) transfer any Keyboxes in Member's possession to another system Broker or Member who has signed this form of Agreement with the Columbus REALTORS®, and (2) receive from other Brokers and Members their Keyboxes. However, such transfers shall be valid only when Member notifies the Columbus REALTORS® in writing of such intended transfer on the approved Keybox Transfer Form within 24 hours of the transfer.
5. **Transfer of Member.** If a Member using the Keybox System transfers agency affiliation, they must notify the Columbus REALTORS® within fourteen days of the change as recorded with the Ohio Division of Real Estate. There is no cost to a Member to transfer, but failure to comply with the transfer procedure will result in deactivation of the DisplayKEY and/or eKEY and a \$15 charge to reactivate the DisplayKEY and/or eKEY.
6. **DisplayKEY and Keybox Security:** Member acknowledges that if the DisplayKEY and/or eKEY or its PIN comes into the possession of any unauthorized person, the security of all Keyboxes could be compromised. Therefore, the Member agrees as follows:
 - 6.1 Member shall keep the DisplayKEY and/or eKEY in Member's possession or in a safe place at all times, and shall only use the DisplayKEY and/or eKEY for proper purposes in connection with real estate services to the public.
 - 6.2 Member **shall not allow** Member's PIN to be attached to the DisplayKEY and/or eKEY.
 - 6.3 Member **shall not loan** or otherwise transfer the DisplayKEY and/or eKEY to any person or entity. With the exception of emergency use with prior listing broker notification of said use.
 - 6.4 Member shall notify the Columbus REALTORS® **within 24 hours** in writing of a loss or theft of the DisplayKEY and/or eKEY or any Keyboxes and all circumstances surrounding such loss or theft.
 - 6.5 Member shall follow all security procedures now existing or hereafter adopted by the Columbus REALTORS® in connection with use of the DisplayKEY and/or eKEY and the Keyboxes.
 - 6.6 Member shall safeguard the Shackle Code for each Keybox from all other individuals and entities, whether or not authorized Members of the DisplayKEY and/or eKEY System. Failure to abide by these rules and regulations can result in the following fines issued by the Grievance Committee:
 - First Offense: Up to \$500.00 fine
 - Second Offense: Up to \$1000.00 fine
 - Third Offense: : a fine up to but not to exceed \$2,500, possible removal from the Keybox program and appearance before the Columbus REALTORS® Professional Standards Committee
7. **Hours of Operation:** The electronic Keyboxes will be accessible for showing between the hours of 7 a.m. and 9 p.m. Eastern Standard Time (winter) and the hours of 8 a.m. and 10 p.m. Daylight Savings Time (summer). The listing Member can program the Keybox to be available 24 hours a day by using his/her DisplayKEY and/or eKEY to do so, or bring the Keybox to

the Columbus REALTORS® to program the box for special hours. Listing Members have access to their own listings 24 hours a day. The Columbus REALTORS® staff will be available between the hours of 8:30 a.m. and 5:00 p.m. Monday-Friday to answer any questions regarding the electronic system and to program Keyboxes and DisplayKEY and/or eKEYs.

8. **Current Update Code:** Member acknowledges that the DisplayKEY and/or eKEY has an update code and that this code expire every day prohibiting further use of the DisplayKEY and/or eKEY until new current update code is obtained from the system. Update codes will only be issued to a Member in good standing with the Columbus REALTORS® and/or the Central Ohio Multiple Listing Service.
9. **Forgotten PIN Numbers:** In order to get PIN numbers and shackle codes, Members must bring the equipment into the Columbus REALTORS® office. No exceptions will be made. This is for the protection of the system.
10. **Failure of DisplayKEY/eKEY:** If the DisplayKEY or the eKEY software fails to work properly, contact the Columbus REALTORS® during regular business hours or the Supra Support Line www.suprakey.com or 1-877-699-6787 for help after hours. If the DisplayKEY and/or eKEY fails due to mechanical error, the DisplayKEY and/or eKEY will be replaced at no charge when the old DisplayKEY and/or eKEY is brought to the Columbus REALTORS® office.
11. **Failure of Keyboxes:** If the Keybox fails, a replacement Keybox will be issued when the old Keybox is brought to the Columbus REALTORS® office for an exchange. If a Keybox would fail while attached to a property, the Agent who owns the box MUST call the Columbus REALTORS® official locksmith for removal of the Keybox at NO CHARGE to the listing Agent. The listing Agent would then receive a replacement Keybox.
12. **Affiliate and Sustaining Member Participation:** Affiliate and Sustaining Members of the Columbus REALTORS® who are in good standing are allowed to participate in the program.
 - 12.1 The DisplayKEY and/or eKEY leased to the Affiliate/Sustaining member is a limited access key that permits access to specific listings when the additional "call before showing" (CBS) code is obtained from the listing Agent. (The "CBS" code is a seven digit code that is known only by the Member who owns the Keybox and is required to be programmed into an Unlicensed Assistant DisplayKEY and/or eKEY in order to open a Keybox.)
 - 12.2 The Affiliate/Sustaining member may lease additional DisplayKEYs and/or eKEYs for other employees of the member's company. Each DisplayKEY and/or eKEY will be assigned to the individual employee.
 - 12.3 The Affiliate/Sustaining member and any employee issued a DisplayKEY and/or eKEY must adhere to the same rules and regulations as a participating REALTOR member of the Columbus REALTORS® and/or MLS.
13. **Unlicensed Personal Assistants:** In order for an Unlicensed Personal Assistant to receive the advantages of leasing a DisplayKEY or eKEY software without requiring membership in the Columbus REALTORS®, the following rules and regulations must be met:
 - 13.1 The lease agreement for the DisplayKEY and/or eKEY must be signed by the following people: the Unlicensed Assistant, the designated REALTOR® of the firm or the Office's Broker of Record and the REALTOR Member (s) for whom the unlicensed assistant works, if applicable.
 - 13.2 Unlicensed Personal Assistants may be issued only Unlicensed Personal Assistant DisplayKEY and/or eKEYs that require a call before showing ("CBS") code in order to be used on property. (The "CBS" code is a seven digit code that is known only by the Member who owns the Keybox and is required to be programmed into an Unlicensed Personal Assistant DisplayKEY and/or eKEY in order to open a Keybox.)
 - 13.3 The DisplayKEY key and/or eKEY must be issued in the name of the Unlicensed Assistant.
 - 13.4 The Unlicensed Assistant will be required to meet all other Keybox Rules and Regulations that are applicable and are currently in effect. Failure to abide by rules will result in disciplinary action as outlined in paragraphs 3 and 6 above.
 - 13.5 The Unlicensed Assistant will be charged the same fees for the DisplayKEY and/or eKEY as a Member.
 - 13.6 It shall be the responsibility of the REALTOR Member for whom the Unlicensed Personal Assistant works and/or the Designated REALTOR of the firm to notify the Columbus REALTORS® within 24 hours upon termination of the Unlicensed Personal Assistant, and to be responsible for returning the DisplayKEY to the Columbus REALTORS®.
14. **Office Key:** A Broker or Branch manager with the Broker's approval may be assigned up to one key per office. A log must be utilized to indicate where the key is assigned and returned. The Office is required to provide the Columbus REALTORS® a copy of its office policy for key use initially and upon request. If a Member is found to have violated the showing procedures, the Grievance Committee may assess the following fines to the Broker, in addition to any fines assessed to the agent:
 - First Offense: Up to \$500.00 fine (per key, per offense)
 - Second Offense: Up to \$1000.00 (per key, per offense)
 - Third Offense: a fine not to exceed \$2,500 (per key, per offense) and possible removal from the Keybox program and appearance before the Columbus REALTORS® Professional Standards CommitteeSaid fines are assessed on a "per key" basis (multiple office companies).
15. **Inspections and Audits:** The Columbus REALTORS® shall have the right to inspect all DisplayKEY and/or eKEYs at all reasonable times and places to protect the security and integrity of the system. Failure to comply with the terms of this paragraph shall constitute an event of default under this program.
16. **Indemnification:** Keyholder covenants and agrees to indemnify and hold the Columbus REALTORS® and the Columbus and Central Ohio Regional Multiple Listing Service and their officers, directors and employees harmless from any and all liability, claims, causes of action, suits, obligations, or demands against the Columbus REALTORS® and the Columbus and Central Ohio Regional Multiple Listing Service as a result of Member's loss of or use of the key including, but not limited to: attorney's fees incurred by the Columbus REALTORS® and the Columbus and Central Ohio Regional Multiple Listing Service as result of damage or injury to premises or persons arising out of the use by Keyholder or by another person using the key.