**MLS Schedule of Fines for Administrative Sanctions**

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|  | MLS Rules | Fine | Training or other sanction in lieu of or in addition to a fine |
| Listing Procedures | | | |
| Failure to submit a required listing to the MLS | Section 1 – Listing Procedures, Section 1.01 – Clear Cooperation, Section 1.3 – Exempted Listings, Section 1.12 – Service Area |  |  |
| Failure to submit accurate and complete listing information | Section 1.2.1 – Limited Service Listings, Section 1.2.2 – MLS Entry-only Listings, Section 1.2 – Detail on Listings Filed with the Service , Section 1.11 – Termination Date |  |  |
| Failure to report and update listing information | Section 1.4 – Change of Status of Listing, Section 1.5 – Withdrawal of Listing Prior to, 1.6 – Contingencies Applicable to Listings, Section 1.7 – Listing Price Specified, Section 2.5 – Reporting Sales to the Service, Reporting Resolutions of Contingencies, Reporting Cancellation of Pending Sale |  |  |
| Failure to list properties separately | Section 1.8 – Listing Multiple Unit Properties |  |  |
| **Selling Procedures** | | | |
| Failure to follow showing instructions | Section 2 – Showings and Negotiations |  |  |
| Failure to present an offer or provide written confirmation of an offer being submitted | Section 2.1 – Presentation of Offers, Section 2.2 – Submission of Written Offers and Counter- Offers, Section 2.3 – Right of Cooperating Broker in Presentation of Offer, Section 2.4 – Right of Listing Broker in Presentation of Counter-offer, |  |  |
| Advertising a listing without authority | Section 2,7 – Advertising of Listings Filed with the Service |  |  |
| Failure to disclose existence of an offer | Section 2.9 – Disclosing the Existence of Offers |  |  |
| To misrepresent access to, and the ability to show, a property | Section 2.10 – Availability of Listed Property |  |  |
| Failure to inform participants of a rejected offer satisfying the terms of the listing contract | Section 3 – Refusal to Sell |  |  |
| Providing MLS information to brokers or firms that do not participate in MLS | Section 4 – Information for Participants Only |  |  |
| Violation of for sale and sold sign rules | Section 4.1 – For Sale Signs, Section 4.2 – Sold Signs |  |  |
| Unauthorized solicitation of seller | Section 4.3 – Solicitation of Listing Filed with the Service |  |  |
| Misuse of terms MLS and multiple listing service | Section 4.4 – Use of Terms MLS and Multiple Listing Service |  |  |
| Failure to include cooperative compensation | Section 5 – Compensation Specified on Each Listing |  |  |
| Failure to disclose Potential short sales | Section 5.0.1 – Disclosing Potential Short Sales |  |  |
| Failure to disclose status as a principal or purchaser | Section 5.1 – Participant as Principal, Section 5.2 – Participant as Purchaser |  |  |
| **Service Charges** | | | |
| Failure to pay MLS Dues, Fees and Changes | Section 6 – Service Fees and Charges |  |  |
| **Confidentiality of MLS Information** | | | |
| Misuse or unauthorized distribution of MLS content | Section 10 – Confidentiality of MLS Information, Section 12 – Distribution, Section 12.1 – Display, Section 12.2 – Reproduction, Section 13 – Limitations on Use of MLS Information |  |  |
| **Standards of Conduct** | | | |
| Violating an exclusive relationship agreement | Section 16.1, Section 16.12, Section 16.19, Section 16.20 |  |  |
| Failure to receive seller consent for signage | Section 16.2 |  |  |
| Attempting to extend a listing broker’s offer of compensation to other brokers | Section 16.3 |  |  |
| Failure to disclosure the expiration date and nature of a listing | Section 16.4 |  |  |
| Misuse of MLS information | Section 16.6, Section 16.17 |  |  |
| Knowingly obligating sellers to pay more than one commission | Section 16.9 |  |  |
| Directly offering or compensating the sales licensees of a participant | Section 16.11 |  |  |
| Failure to determine if a prospect is subject to an existing listing contract | Section 16.13 |  |  |
| Failure to disclose relationship | Section 16.14, Section 16.15 |  |  |
| Attempt to modify the listing broker’s offer of compensation | Section 16.18 |  |  |
| Making false or misleading statements about competitors | Section 16.22 |  |  |
| Failure to disclose the firm’s name and state(s) of licensure | Section 16.23 |  |  |
| Misleading advertising and public representations | Section 16.24 |  |  |
| Failure to provide competent service | Section 16.25 |  |  |
| **Orientation** | | | |
| Failure to complete orientation or continuing education | Section 17 – Orientation |  |  |
| **Internet Data Exchange (IDX)** | | | |
| Failure to notify and provide access to an IDX display | Section 18.2.1 |  |  |
| Misuse of IDX content | Section 18.2.2 |  |  |
| Failure to withhold listing or property address per seller’s instructions | Section 18.2.3 |  |  |
| Failure to refresh download within 12 hours | Section 18.2.5 |  |  |
| Unauthorized distribution of MLS database | Section 18.2.6 |  |  |
| Failure to disclose the name of the brokerage firm | Section 18.2.7 |  |  |
| Failure to disable third-party comments and AVMs | Section 18.2.8 |  |  |
| Failure to include email address or telephone number for displaying broker, or to correct false data | Section 18.2.9 |  |  |
| Modifying or manipulating other participants listings | Section 18.2.11 |  |  |
| Failure to identify the listing firm | Section 18.2.12 |  |  |
| Display of prohibited fields | Section 18.3.1 |  |  |
| Failure to identify the listing agent | Section 18.3.4 |  |  |
| Subscriber’s display of IDX content without participant’s consent | Section 18.3.5 |  |  |
| Failure to include the MLS as the source of the information | Section 18.3.7 |  |  |
| Failure to include required disclaimers | Section 18.3.8 |  |  |
| Exceeding the number of listings to consumer inquiries | Section 18.3.9 |  |  |
| Failure to separate displays from other sources | Section 18.3.11 |  |  |
| Displaying prohibited statuses and sellers/occupant information | Section 18.3.12, Section 18.3.13 |  |  |
| Failure to employ required security protection | Section 18.3.14 |  |  |
| Failure to maintain an audit trail of consumer activity | Section 18.3.15 |  |  |
| Failure to comply with the MLS’s advertising rule on pages with IDX listings | Section 18.3.16 |  |  |
| **Virtual Office Websites** | | | |
| Failure to establish a broker-consumer relationship, or to receive participant consent for non-principal display | Section 19.1a, Section 19.3 a. i. |  |  |
| Failure to obtain a name, email address, user name, and password for registrants | Section 19.3 a. ii. and iii. |  |  |
| Failure to expire passwords for registrants or to keep records for not less than 180 days after expiration | Section 19.3 b. |  |  |
| Failure to provide the name, email address, user name and current password for alleged breach of MLS listing information or violation of MLS rules | Section 19.3 c. |  |  |
| Failure to require registrant to agreement to required terms of use | Section 19.3 d. |  |  |
| Failure to display broker’s contact information or the respond to registrant inquiries. | Section 19.4 |  |  |
| Failure to monitor or prevent misappropriation, scraping, or other unauthorized uses of MLS information | Section 19.5 |  |  |
| Displaying seller address when unauthorized | Section 19.6 a. |  |  |
| Failure to execute a seller opt-out form when required, or retain the form for 1 year | Section 19.6 b. and c. |  |  |
| Failure to disable third-party comments and AVMs | Section 19.7 a. and b. |  |  |
| Failure to include email address or telephone number for displaying broker, or to correct false data within 48 hours | Section 19.8 |  |  |
| Failure to refresh VOW data feed within 3 days | Section 19.9 |  |  |
| Unauthorized access to VOW content | Section 19.10 |  |  |
| Failure to display participant’s privacy policy | Section 19.11 |  |  |
| Failure to notify and provide access to an IDX display | Section 19.13 |  |  |
| Displaying prohibited information | Section 19.15 |  |  |
| Unauthorized change to VOW content, or failure to identify the source of augmented content | Section 19.16 |  |  |
| Failure to include required disclosures | Section 19.17 |  |  |
| Failure to identify the name of the listing firm, broker, or agent | Section 19.18 |  |  |
| Exceeding the number of listings to consumer inquiries | Section 19.19 |  |  |
| Failure to require registrant’s passwords to be changed | Section 19.20 |  |  |
| Violating the MLS’s advertising rules for pages with VOW content | Section 19.21 |  |  |
| Failure to identify other sources of property information, or to display search results separately. | Section 19.22, Section 19.23 |  |  |
| Failure to execute a license agreement | Section 19.24 |  |  |
| Failure to file written instructions from the seller to withhold a listing and address | Section 19.25 |  |  |

**NOTE:** MLSs may adopt all or some of the above for administrative sanctions. Fines for each offense, as well as any possible training requirements, must be established in advance and should be followed consistently.

MLSs, at their discretion, may adopt an escalating fine schedule for repeat violations and also may impose a training requirement in addition to or as an alternative to payment of a fine for any of the offenses listed. If an escalating fine schedule is adopted, it may only be used in circumstances where sanctions are issued by the same MLS.

The amount of a fine for any offense is at the option of the MLS. MLSs are encouraged to review the MLS Disciplinary Guidelines found in Part Two: Policies, F. Enforcement of Rules, Section 5 of the NAR Handbook on Multiple Listing Policy for guidance on applicable and appropriate sanctions.