



**REGIONAL RULES AND REGULATIONS FOR THE SENTRILOCK LOCKBOX SYSTEM  
Personal Assistants and Affiliate Members**

In an effort to provide continuing services to its members, the region has arranged for Affiliate Members and Personal Assistants to have access to the Sentrilock Lockbox System. These Rules and Regulations shall be an addendum to **and in addition to** the existing Rules and Regulations for Sentrilock Lockbox System for REALTORS<sup>®</sup> and the policies and procedures outlined in that document shall apply to these Rules and Regulations.

**I. Definitions**

- A. The term “Affiliate SentiCard<sup>®</sup>” refers to the Sentrilock product used by the region’s Affiliate Members. Affiliate SentiCards<sup>®</sup> are similar to the SentiCards<sup>®</sup> used by REALTOR<sup>®</sup> members except they are subject to the additional rules and regulations hereafter set forth.
  
- B. The term “Personal Assistant SentiCard<sup>®</sup>” refers to the Sentrilock product used by the regions’ Personal Assistants. Assistant SentiCards<sup>®</sup> are similar to the SentiCards<sup>®</sup> used by REALTOR<sup>®</sup> members except they are subject to the additional rules and regulations hereafter set forth.

GPAAR* has adopted:	<input checked="" type="checkbox"/>	Affiliate SentiCards <sup>®</sup>	<input checked="" type="checkbox"/>	Personal Assistant SentiCards <sup>®</sup>
NVAR* has adopted:	<input checked="" type="checkbox"/>	Affiliate SentiCards <sup>®</sup>	<input checked="" type="checkbox"/>	Personal Assistant SentiCards <sup>®</sup>
PWAR* has adopted:	<input type="checkbox"/>	Affiliate SentiCards <sup>®</sup>	<input checked="" type="checkbox"/>	Personal Assistant SentiCards <sup>®</sup>
DAAR* has adopted:	<input checked="" type="checkbox"/>	Affiliate SentiCards <sup>®</sup>	<input checked="" type="checkbox"/>	Personal Assistant SentiCards <sup>®</sup>

\* Any Association may change its election on level of access upon written notice to all other Associations.

C. Affiliate Members are individual affiliate members and Affiliate Member firms as described in the Associations’ bylaws. Only Affiliate Members having a functional relationship to the completion of the sales transactions or who can otherwise facilitate the transaction shall be authorized to secure a SentiCard<sup>®</sup>; and an employee of an Affiliate Member firm must himself/herself be an individual Affiliate Member to be authorized to use an Affiliate SentiCard<sup>®</sup>. Subject to the above, the Board of Directors of each Association shall in their sole discretion determine eligibility for the use of the Lockbox System by their respective Affiliate Members.

D. Personal Assistants are unlicensed individuals who work for a REALTOR<sup>®</sup> member of the Associations. Subject to the above, the Board of Directors of each Association shall in their sole discretion determine eligibility for the use of the Lockbox System by their respective REALTOR<sup>®</sup> Members’ Personal Assistants.

**II. Policies**

- The policies governing the use of the Affiliate and Personal Assistant SentiCard<sup>®</sup> are as follows:
- A. Upon execution of the User Agreement, Affiliate Member and/or Personal Assistant agrees to all the terms and conditions of that agreement. Violation of any of such terms and conditions may constitute grounds for termination of the agreement and imposition of such fines and/or charges as may be determined by the Association and from time to time amended.

- B. Affiliate Members. Affiliate Membership must be active and in good standing for an individual to receive an Affiliate SentiCard<sup>®</sup>. In the case of an individual Affiliate Member employed by an Affiliate Member firm, the Affiliate Member firm will lease the SentiCard<sup>®</sup> and pay all annual user fees.
- C. Personal Assistants. The membership of the REALTOR<sup>®</sup> for whom the Personal Assistant works must be active and in good standing. The SentiCard<sup>®</sup> will be issued to the Personal Assistant, with the approval of the REALTOR<sup>®</sup> member, who will also be responsible for ensuring the lease is upheld and all annual user fees are paid.
- D. Lending the Affiliate and/or Personal Assistant SentiCard<sup>®</sup> is strictly prohibited, and will be considered a security breach and will constitute an event of default hereunder.
- E. Affiliate Members and Personal Assistants will be limited under these Rules and Regulations to one active SentiCard<sup>®</sup> per Cardholder.

### **III. Access**

The Affiliate SentiCard<sup>®</sup> may only be used to access a property after having first obtained authorization to enter a property from the property owner or responsible agent. Affiliate Members agree to abide by the rules and regulations of all REALTOR<sup>®</sup> Associations (to the extent not inconsistent with these Rules and Regulations) sharing the Sentrilock Lockbox System when using the SentiCard<sup>®</sup> in their respective jurisdictions. Affiliate SentiCards<sup>®</sup> are limited access and require the Affiliate to obtain a Call Before Showing (CBS) or Dynamic CBS code from the listing agent.

The Personal Assistant SentiCard<sup>®</sup> may only be used to administer listings on the Web and to operate lockboxes owned by or borrowed by a REALTOR<sup>®</sup> SentiCard<sup>®</sup> Holder who has added the Personal Assistant SentiCard<sup>®</sup> Holder to their team. The Personal Assistant SentiCard<sup>®</sup> is updated daily, exactly as the REALTOR<sup>®</sup> SentiCard<sup>®</sup> is. Personal Assistants agree to abide by the rules and regulations of all REALTOR<sup>®</sup> Associations (to the extent not inconsistent with these Rules and Regulations) sharing the Sentrilock Lockbox System when using the SentiCard<sup>®</sup> in their respective jurisdictions. Personal Assistant SentiCards<sup>®</sup> cannot operate, including opening key compartments, any lockboxes that are not owned by a REALTOR<sup>®</sup> SentiCard<sup>®</sup> Holder who has added the Personal Assistant to his/her team.

### **IV. Security Breach**

A security breach of the Lockbox system will be acted upon consistent with Article II, Section 5 of these Rules and Regulations for REALTORS<sup>®</sup>. REALTORS<sup>®</sup> shall be liable for the actions of their Personal Assistants. The principal owner of a Non-REALTOR<sup>®</sup> Affiliate Member shall be liable for the actions of his/her employees holding SentiCards<sup>®</sup>.

### **V. Complaint Process for Affiliate and Personal Assistant SentiCards<sup>®</sup>**

Holders of an Affiliate or Personal Assistant SentiCard<sup>®</sup> will be subject to the same complaint process outlined for REALTOR<sup>®</sup> members which follows the Professional Standards procedure for receiving and hearing a complaint. All written complaints received against an Affiliate or Personal Assistant for the improper use of the system shall result in the immediate deactivation of the SentiCard<sup>®</sup> during investigation by the appropriate body of the Association. Complaints will be processed at the local REALTOR<sup>®</sup> Association that issued the Affiliate or Personal Assistant SentiCard<sup>®</sup>.

### **VI. Termination of Service**

Upon termination of Affiliate Membership, the Affiliate SentiCard<sup>®</sup> will be deactivated and must be returned to the Association. Upon termination of employment of the Personal Assistant by the REALTOR<sup>®</sup> member, or the membership of the REALTOR<sup>®</sup> member the Personal Assistant

SentriCard® will be deactivated. The REALTOR® member shall inform the Association within 48 hours of termination of employment of the Personal Assistant.