

Section 19.25

Where a seller affirmatively directs his or her listing broker to withhold either the seller's listing or the address of the seller's listing from display on the Internet, a copy of the seller's affirmative direction shall be provided to the MLS within forty-eight (48) hours.

Section XX Citation Schedule for MLS Rules Violations

Section 20 Citation Schedule for MLS Rules Violations

Refer to Section 7 Compliance with Rules and Section 9 Enforcement of Rules and Disputes

Section 20.1 Violation Categories and Citations

This Citation Schedule summarizes the MLS rules that are subject to a fine if violated:

Category 1 - Minor: No citation if corrected within 48 hours. Failure to correction within 48 hours results in an escalation to Category 2 and a \$350 fine to Participant

Category 2 - Serious: \$350 fine to Participant. Failure to correct within 48 hours results in an escalation to Category 3 and a \$500 fine to Participant

Category 3 - Severe: \$500 fine to Participant and other possible discipline determined by Compliance Committee consisting of one (1) or more of the following:

- a. Letter of warning
- b. Letter of reprimand
- c. Attendance at an MLS Orientation
- d. Additional fines may be imposed when deemed appropriate, with the total amount not exceeding \$15,000.
- e. Probation for a stated period of time not less than 30 days or more than 1 year
- f. Suspension of MLS rights, privileges, and services for not less than 30 days or more than 1 year
- g. Termination of MLS rights, privileges, and services with no right to reapply for a specified period of time not to exceed 3 years. *(NAR Policy adopted (11/07) (Amended 05/17)*

Section 20.2 Escalation

A Category 1 violation shall escalate to a Category 2 violation if not corrected within the allotted 48 hours. Category 2 violations shall escalate to Category 3 if not corrected within the allotted 48 hours.

Section 20.3 Citations Applicable for Specific Rule Violations

MLS Rule	Summary	Citation Category
Section I	Listing Procedures	
1.0.1	Failure to timely enter listing into the system	2
1.1	Failure to enter correct property type	1

MLS Rule	Summary	Citation Category
1.2	Failure to obtain a listing agreement complete in all details	1
1.2	Failure to submit requested documents to the Service	3
1.2.0	Failure to enter complete and accurate listing information	1
1.2.0	Intentional entry of data to circumvent Rules	2
1.2.1	Failure to notice cooperating brokers to limited services being provided	2
1.4	Failure to notice cooperating brokers of a change in status of a listing	2
1.5	Failure to properly report withdrawn or cancelled listings	2
1.11	Failure to include a definite termination date on a listing agreement	1
1.17	Failure to include the front elevation as the primary photo of the listing	1
Section II	Selling Procedures	
2.1	Failure to present an offer as soon as possible or give the cooperating broker a satisfactory reason for not doing so	3
2.2	Failure to submit offers/counteroffers until closing	3
2.3	Failure to include the Cooperating Broker in presentation of offer	3
2.4	Failure to include the Listing Broker in presentation of counteroffer	3
2.5	Failure to timely report sales to the Service	2
2.6	Failure to timely report resolved a contingency or resolution of such contingency to the Service	2
2.7	Failure to obtain listing brokers permission to advertising a listing	2
2.8	Failure to report the cancellation of a pending sale	2
2.10	Misrepresenting the availability of access to show. Failure to make property available for showings within 24 hours of MLS entry. Subsequent violations elevate to a Category 3.	2
Section IV	Prohibitions	
4.1	Placing a For Sale sign on another Participant's listed property	1
4.2	Placing a Sold sign on another Participant's listing property prior to closing	1

MLS Rule	Summary	Citation Category
4.6	Misuse of Public Remarks and Media Information	1
4.7	Filtering listings by level of compensation, brokerage or listing agent.	3
Section V	Division of Commissions	
5	Offering compensation to buyer brokers in the MLS or through any product or service offered by the MLS.	3
5	Using MLS data to create platforms to offer compensation from multiple brokers to buyer brokers	3
5.0	Failure to comply with disclosures required to be made to sellers regarding compensation.	3
5.0.1	Failure to disclose potential short sale when reasonably known	3
5.02	Failure to comply with requirement to enter into agreements with buyers prior to touring a home. Subsequent violations elevate to a Category 3.	2
5.02	Failure to submit Buyer Agreement to the Service upon request	3
5.1	Failure to disclose ownership interest in a listed property	2
5.2	Failure by a cooperating broker to disclose contemplated interest to a listing broker	2
Section VI	Service Charges	
6	Failure of a Participant to timely communicate to the MLS agent hirings/terminations	2
Section IX		
9.3	Unauthorized use of listing content, including photos	Determined by Board of Managers
Section XII	Use of Copyrighted MLS Data	
	Failure to maintain proper control over copyrighted MLS data	3
Section XIII	Use of MLS Information	
	Failure to create statistical reports using aggregated demonstrations of market share	3
Section XV	Lockbox Rules	
15.1	Failure to provide timely access to a property where a non MLS lockbox is installed	3
15.2	Improper removal of keys from a lockbox or transfer of keys from lockboxes to others or unauthorized use of keys	3
Section XVI	Conduct for MLS Participants	

MLS Rules and Regulations

MLS Rule	Summary	Citation Category
16.2, 16.11, 16.17, 16.18	Violating an exclusive relationship agreement	3
16.3	Failure to receive seller consent for signage	3
16.4	Failure to disclose the expiration date and nature of a listing	3
16.6, 16.16	Misuse of MLS information	3
16.9	Knowingly obligating sellers to pay more than one commission	3
16.12	Failure to determine if a prospect is subject to an existing listing contract	3
16.13, 16.14	Failure to disclose relationship	3
16.19	Making false or misleading statements about competitors	3
16.20	Failure to disclose the firm's name and state(s) of licensure	3
16.21	Misleading advertising and public representations	3
16.22	Failure to provide competent service	3

Section 20.4 Reporting an Inaccuracy or Violation

An MLS Violation must be delivered in writing (letters/emails with the required information will be accepted) when inaccurate or incomplete information is discovered in the MLS database. Reports of violations will not receive follow up regarding violation submitted. This communication may be sent anonymously to MLS United staff. Mail to: compliance@mlsunited.com

Section 20.5 Unlisted Violations

Any potential violation of rules not specified in Section 20.3 shall be subject to disciplinary measures at the discretion of the Compliance Committee.

Rules and Regulations Approved by:
MLS United, LLC Board of Managers: 08/2021

Amended: 02/2022, 06/2022, 09/2022, 06/2023, 10/2023, 02/2024, 06/2024, 10/2024, 12/2024, 2/2025, 6/2025