



Data Integrity Department Violation Escalation Policy

1. **Notice of Fine and Initial Invoice:** All violation notices for a given day are generated by LDC and emailed to members at approximately 11:45 pm daily. CRMLS emails invoices to members approximately each Wednesday for violations that occurred the prior week. The invoice CRMLS sends indicates that payment is due within fifteen (15) business days of receipt of a violation notice, and that failure to pay may result in suspension of MLS privileges.
2. **Invoice Follow Up:** If an invoice is not paid within the first week, a follow-up invoice will be sent every week until the fine is paid (or until the 15 business day time limit expires).
3. **2nd Invoice Follow Up:** If an invoice is not paid within the fifteen (15) business day time limit, CRMLS will email the agent (as well as email and send a hard copy to the agent's broker) a letter informing them of the outstanding fine amount, as well as informing them that if the fine is not paid within twenty (20) calendar days, the agent's MLS access will be suspended.
4. **Notification to Association/Board of Suspension List:** On or about the 15th of every other month, CRMLS will send the association/board a list of members whose MLS access is scheduled to be suspended the following month, as well as a scheduled suspension date.
5. **Final Contact with To-Be Suspended Members:** After the association is provided notice of the suspension list, CRMLS will phone and/or email the "to-be" suspended members one final time informing them of the date of the suspension, in the event that payment for the outstanding fine is not received.
6. **Suspension of MLS Services:** On or about the first Tuesday of every other month, CRMLS and/or the association/board will suspend MLS access for any member who has received all of the above-mentioned notices and still failed to pay the outstanding fine. CRMLS will email the association/board a list of those members being suspended on the morning of the suspension date.
7. **Reactivation of MLS Services:** Once CRMLS receives payment for the outstanding fine amount, CRMLS will reactivate the member's MLS access and notify the local association/board of the change in status.