



MLS Managed Rule Compliance Program FAQs


*** Please note that this document only applies to MLS Managed Rule Compliance (MMRC) Associations, which are associations that have opted for CRMLS to fully manage their MLS rule compliance ***

1. Where can my members direct their inquiries?

They can email di@crmls.org. Please note that there will be no live phone assistance. If your member calls CRMLS and selects Data Integrity, it will direct them to the email address. All emails will be responded to in a timely manner.

2. Where can my members send their MLS Exclusions and Photo Waivers?

They can email their MLS Exclusion Forms (i.e. SELMs) and Photo Waivers to di@crmls.org or fax to 909-859-2051. Please note that the subject line and the PDF name for any MLS Exclusion Form or Photo Waiver must state "SELM -Property Address" or "Photo Waiver- Property Address" (see example below).

To...	di@crmls.org
Cc...	
Bcc...	
Subject	SELM - 123 Main St., San Dimas, CA 91773
Attached	 SELM - 123 Main St., San Dimas, CA 91773.pdf

3. Where can my members sign up for a Compliance Class?

When a member requests to attend a compliance training class, class information and registration links and will be provided to the member.

4. How can my members pay their fines?

Members can pay online using a secure payment process (administered using PayPal), or, alternatively, members may send a check made payable to CRMLS, Inc. and mailed to CRMLS, Attn: Data Integrity, 180 Via Verde, Suite 200, San Dimas, CA 91773.

5. How can my members dispute a violation?

Your members can email di@crmls.org to discuss their violation. If the matter is unable to be resolved via email communication, CRMLS staff will contact your members by phone.

6. How will my member disputes be handled?

If a member is unable to resolve his/her violation with CRMLS and requests an appeal, CRMLS will timely notify the association and assist the association with the administrative hearing by providing preliminary information regarding the nature of the appeal, and (as necessary) any information substantiating any violation assessed.