

### **7.1.1.1 Delinquent Broker Accounts**

1. The monthly billing for member services shall occur on the 28<sup>th</sup> of each month. Payment on accounts is due the 10<sup>th</sup> day of the following month and delinquent on the 15<sup>th</sup> of that month.
2. Payments on account must be received in the Association office by 5:00 p.m. on the 10<sup>th</sup> of the month. In the event the 10<sup>th</sup> of the month falls on a weekend or holiday, the payment must be received by 5:00 p.m. on the next business day. Postmarks will not be accepted.
3. Brokers who have a balance over 30 days due will receive a "Courtesy Reminder of Account Status", indicating the minimum amount due by the 15<sup>th</sup> of the month in order to bring the account current. The Courtesy Reminder details the ramifications and additional fees that will be incurred should the account remain delinquent beyond the 15<sup>th</sup> of the month. It also documents the broker's right to appeal the matter to the Executive Committee and the Board of Directors. (See Appeal Procedures below)
4. If the minimum amount due on the delinquent account is not received by the 15<sup>th</sup> day of the month, member services are suspended and a \$50 late fee is incurred.
5. Agents within a broker's office will be impacted by the suspension of services; however, REALTOR® membership will not be affected. If the office remains inactive, the agent(s) must transfer to another REALTOR® firm within 30 days to maintain active REALTOR® status. If the broker's account remains delinquent and an agent does not transfer within the 30-day period, the agent will be considered inactive and relinquish REALTOR® membership. In this event, individual membership reinstatement fees will apply to the agent.
6. Staff may not release information about a broker account to broker's customers, clients or agents within the office. Persons inquiring will be advised to contact the broker.
7. If the broker fails to respond to the delinquency by the 15<sup>th</sup> day of the month, the delinquent broker will be notified by eCertified and 1<sup>st</sup> Class mail that the entire balance on the account is due, in addition to the \$50 late fee. Failure to remedy the account within 30 days will result in the matter being referred to the Board of Directors for revocation of broker's membership.  
If the revoked broker was an MLS Participant, NNRMLS will be notified and will process the MLS listings per the NNRMLS Rules and Regulations.
8. After revocation by the Board of Directors, the licensee must reapply as a new member, including attendance at orientation and payment of application fees, in order to regain REALTOR® membership. Prior to application, the broker must satisfy any unpaid balances owed to the Association.

#### Appeals

1. Brokers may appeal the late fee by remitting a payment for the minimum amount due, plus a second payment for the applicable late fee, along with a letter to the Executive Committee requesting a waiver of the fees and an explanation of the delinquency. The request for waiver letter must be received prior to the next scheduled Executive Committee. The payment will be applied to the minimum amount due and the payment for the late fee will be held pending the outcome of the Executive Committee. Upon receipt of the minimum amount due on the account, member services will be reinstated.
2. The Executive Committee will consider requests for waiver anonymously. Its decision will be to grant or deny the request for waiver. If the waiver is granted, the payment for the late fee will be returned to the broker. If the waiver is denied, the broker will be notified by eCertified and 1<sup>st</sup> class letter, advising that he may appear in person at the next scheduled Board of Directors meeting to appeal the decision of the Executive Committee. The decision of the Board of Directors will be final.
3. If the matter is not appealed to the Board of Directors, applicable late fees will be processed without further notice.

Approved by Bylaws & Policy: 10/07/10  
Approved by Board of Directors: 10/28/10