

### **7.1.1.2 Delinquent Agent 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. Agents 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. Copy of Courtesy Reminder will be mailed to the agent's broker. 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 agent'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. If the agent fails to respond to the delinquency by the 15<sup>th</sup> day of the month, the delinquent agent 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. Copy of notification will be mailed to agent's broker. Failure to remedy the account within 30 days of suspension will result in the matter being referred to the Board of Directors for revocation of agent's membership. Upon suspension, the agent will become a non-member associated with a REALTOR® broker office. The agent will not be entitled to services at member prices and any future financial obligations, ie. membership dues, MLS services, etc. will be billed to the broker in the next applicable billing cycle.
6. 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 agent must satisfy any unpaid balances owed to the Association.

#### Appeals

1. Agents 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 agent. If the waiver is denied, the agent will be notified by eCertified and 1<sup>st</sup> class letter (copy to broker), 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