

West Central Association of REALTORS® Keybox System Rules and Regulations

These rules and regulations are agreed to by and between the West Central Association of REALTORS® and keyholders of the West Central Association of REALTORS®.

1. **Purpose:** Keyholder shall use the DisplayKEY and/or eKEY only for the purpose of gaining authorized entry into real property on which a System Keybox has been installed.
2. **Prior Authorization of Property Owner:** Before Member may install or use any Keybox on real property, Member shall first obtain the written authorization of the property owner and also, if applicable, any tenant in possession of the property.
3. **Mandatory Showing Responsibilities:** Participants of the Keybox System are authorized under certain conditions to open Keyboxes under terms specified by the listing Broker and/or listing Agent and/or showing service.
 - Those Suprakey participants wishing to show a property or otherwise enter a property for real estate services **MUST** contact the listing Agent, Broker or designated showing service to arrange appointments to show/enter a listed property.
 - Failure to contact listing Agent, Broker or designated showing service prior to showing/entering property is considered misuse.
 - Extreme care shall be taken by Keyholder to ensure that all doors to the listed property and the Keybox are securely locked upon exit.
4. **Transfer of Keyboxes:** Notwithstanding the other provisions of the Keybox Agreement, while Member is not in breach of the Keybox Agreement, Member may at any time during the term (1) transfer any Keyboxes in Members possession to another system Member of their firm and (2) receive Keyboxes from another system Member of their firm. However, such transfers shall be valid only when Member notifies the West Central Association of REALTORS® in writing of such intended transfer on the approved Keybox Transfer Form within 24 hours of the transfer.
5. **Transfer of Member:** If a Member using the Keybox System transfers agency affiliation, they must notify the West Central Association of REALTORS® within fourteen days of the changes as recorded with the Ohio Division of Real Estate. There is no cost to a Member to transfer, but failure to comply with the transfer procedure will result in deactivation of the DisplayKEY and/or eKEY and a \$25 charge to reactivate the DisplayKEY and/or EKEY.
6. **DisplayKEY and Keybox Security:** Member acknowledges that if the DisplayKEY and/or eKEY or its PIN comes into the possession of any unauthorized person, the security of all Keyboxes could be compromised. Therefore, the Member agrees as follows:

6.1 Member shall keep the DisplayKEY and/or eKEY in Member's possession or in a safe place at all times, and shall only use the DisplayKEY and/or eKEY for proper purposes in connection with real estate services to the public.

6.2 Member **shall not allow** Member's PIN to be attached to the DisplayKEY and/or eKEY.

6.3 Member **shall not loan** or otherwise transfer the DisplayKEY and/or eKEY to any person or entity. With the exception of emergency use with prior listing broker notification of said use.

6.4 Member shall notify the West Central Association of REALTORS® **within 24 hours** in writing of a loss or theft of the DisplayKEY and/or eKEY or any Keyboxes and all circumstances surrounding such loss or theft.

6.5 Member shall follow all security procedures now existing or hereafter adopted by the West Central Association of REALTORS® in connection with use of the DisplayKEY and/or eKEY and the Keyboxes.

6.6 Member shall safeguard the Shackle Code for each Keybox from all other individuals and entities, whether or not authorized Members of the DisplayKEY and/or eKEY System.

6.7 Failure to abide by these rules and regulations is considered misuse.

7. **Hours of Operation:** The electronic Keyboxes will be accessible for showing between the hours of 7 a.m. and 9 p.m. Eastern Standard Time (winter) and the hours of 8 a.m. and 10 p.m. Daylight Savings Time (summer). The listing member can program the Keybox to be available 24 hours a day by using his/her DisplayKEY and/or eKEY to do so, or bring the Keybox to the West Central Association of REALTORS®. Staff will be available between the hours of 9:00 a.m. and 5:00 p.m. Monday-Friday to answer any questions regarding the electronic system and to program Keyboxes and DisplayKEY and/or eKEYs.
8. **Current Update Code:** Member acknowledges that the DisplayKEY and/or eKEY has an update code and that this code expires every day prohibiting further use of the DisplayKEY and/or eKEY until new current update code is obtained from the system. Update codes will only be issued to a member in good standing with the West Central Association of REALTORS®.
9. **Failure of DisplayKEY/eKEY:** If the DisplayKEY or the eKEY software fails to work properly, contact the West Central Association of REALTORS® during regular business hours or the Supra Support Line 1-877-699-6787 or www.suprakey.com for help after hours. If the DisplayKEY and/or eKEY fails due to mechanical error, the DisplayKEY and/or eKEY will be replaced at no charge when the old DisplayKEY and/or eKEY is brought to the West Central Association of REALTORS® office.
10. **Failure of Keyboxes:** If the Keybox fails, a replacement Keybox will be issued when the old Keybox is brought to the West Central Association of REALTORS® office for an exchange.

11. **Affiliate Member Participation:** Affiliate Members of the West Central Association of REALTORS® who are in good standing are allowed to participate in the program upon filling out an application, reference checks, supplying insurance certificate of minimum half million dollars and the approval of the Board of Directors. (Adopted June 2016) In such instances, the lease agreement shall be signed by the key holder and by a principal, partner or corporate officer of the key holder' firm.

11.1 The Affiliate member may lease additional DisplayKEY and/or eKEY for other employees of the member's company. Each DisplayKEY and/or eKEY will be assigned to the individual employee.

11.2 The Affiliate member and any employee issued a DisplayKEY and/or eKEY must adhere to the same rules and regulations as a participating REALTOR® member of the West Central Association of REALTORS® and/or MLS.

12. **Inspections and Audits:** The West Central Association of REALTORS® shall have the right to inspect all DisplayKEY and/or eKEYs at all reasonable times and places to protect the security and integrity of the system. Failure to comply with the terms of this paragraph shall constitute and event of default under this program.

13. **Indemnification:** Keyholder covenants and agrees to indemnify and hold the West Central Association of REALTORS® and their officers, directors and employees harmless from any and all liability, claims, causes of action, suits, obligations, or demands against the West Central Association of REALTORS® as a result of Member's loss of or use of the key including, but not limited to: attorney's fees incurred by the West Central Association of REALTORS® as a result of damage or injury to premises or persons arising out of the use by Keyholder or by another person using the key.

14. **Misuse:** Any alleged misuse will result in a review by the Executive Committee and at their discretion can result in Keyholders DisplayKEY and/or eKEY being turned off or revoked for misuse. (Adopted December 2016)