

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 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 eKEY and a \$25 charge to reactivate the EKEY.
6. **eKEY and Keybox Security:** Member acknowledges that if the 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 eKEY in Member's possession or in a safe place at all times, and shall only use the 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 eKEY.
- 6.3 Member **shall not loan** or otherwise transfer the 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 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 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 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 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 eKEYs.
8. **Failure of eKEY:** If 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 eKEY fails due to a technical error, the eKEY will be replaced at no charge.
9. **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.

10. **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.

10.1 The Affiliate member may lease additional eKEYs for other employees of the member's company. Each eKEY will be assigned to the individual employee.

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

11. **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.

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

13. **Lease Renewal:** Active subscribers that choose not to renew at the scheduled annual billing must pay a \$25 reactivation fee when requesting to reactivate within the following billing cycle. Billing is May of current year to May of the following year. If subscriber does not renew in May, any request for reactivation between June and April of the next year will include a reactivation fee of \$25 along with the prorated lease amount. (Adopted May 2021)