

"IMPORTANT: REALTOR® and Affiliate Members of Columbus REALTORS®, MLS ONLY subscribers, and other persons authorized to access listed properties are responsible to know and follow all lockbox, eKey, and electronic Key Box rules (below). Failure to abide by Columbus REALTORS® lockbox and eKey/Key Box requirements will result in Fines and may also violate MLS Rules, NAR Code of Ethics, and Ohio License Law."

Key Box System Policies



The following are Columbus REALTORS® Policies regarding the eKey and electronic Key Box system utilized by Columbus REALTORS® and Columbus & Central Ohio Regional Multiple Listing Service.

1. **Participation in the eKey and electronic Key Box system is open to REALTOR® members of Columbus REALTORS® and the Columbus & Central Ohio Regional Multiple Listing Service** in good standing.
 - **New members of Columbus REALTORS® and the MLS are required to take and pass the New Member Orientation including ethics training before they will be granted access to the eKey and electronic Key Box system.**
 - New members will sign a statement verifying that they have read and understand the "Lockbox and Key Box Rules," and "eKey and Electronic Key Box Policies" before they will be granted access to the eKey and electronic Key Box system.
2. **eKey and Keybox Security:** Keyholder acknowledges that if the eKEY or its PIN comes into the possession of any unauthorized person, the security of all Key Boxes could be compromised. Therefore, the Keyholder agrees:
 - 2.1 Keyholder shall keep the eKEY in Keyholder'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.
 - 2.2 Keyholder **shall not allow** their PIN to be attached to eKEY.
 - 2.3 Keyholder **shall not loan** or otherwise transfer the eKEY to any person or entity, with the exception of emergency use with prior notification of listing broker.
 - 2.4 Keyholder shall notify the Columbus REALTORS® in writing **within 24 hours** should the eKey be lost or stolen, including all circumstances surrounding such loss or theft.
 - 2.5 Keyholder shall follow all security procedures now existing or hereafter adopted by the Columbus REALTORS® in connection with use of the eKEY and the Key Boxes.
 - 2.6 Keyholder shall safeguard the Shackle Code for each Key Box from all other individuals and entities, whether or not authorized Keyholders.
 - 2.7 **Failure to abide by the eKey and Key Box Rules and Policies may result in Key Box Fines and other disciplines as directed by the Grievance Committee.**
 - 2.7.1 **First Offense: Up to \$1,000 fine**, Letter of Warning in Association File for one year, and required Columbus REALTORS® training in use of the lockbox/electronic Key Box system.
 - 2.7.2 **Second Offense: Up to \$2,500 fine**, Letter of Reprimand for three years, required Columbus REALTORS® training in the use of the lockbox/electronic Key Box system, and requirement to take a Core Law class.
 - 2.7.3 **Third Offense: a fine up to but not to exceed \$15,000**, possible requirement of Core Law course and Columbus REALTORS® training in use of lockbox/electronic Key Box System.and/or removal of REALTOR® from the Key Box system.
3. **Affiliate and Sustaining Member Participation:** Affiliate and Sustaining Members of the Columbus REALTORS® who are in good standing with Columbus REALTORS® may participate in the eKey and electronic Key Box program.
 - 3.1 The eKEY app for use by the Affiliate/Sustaining member is a limited access eKey that permits access to specific listings when the additional "call before showing" (CBS) code is obtained from the listing Agent. (The "CBS" code is a seven-digit code known only by the Member who owns the electronic Key Box).
 - 3.2 The Affiliate/Sustaining member may lease additional eKEYs for other employees of the member's company. Each eKEY will be assigned to an individual employee and is not to be shared by other users.
 - 3.3 The Affiliate/Sustaining member and any employee issued an eKEY must adhere to the same rules as a participating REALTOR® member of the Columbus REALTORS® and/or MLS and/or other licensee permitted to access the property.
4. **Unlicensed Personal Assistants:** In order for an Unlicensed Personal Assistant to receive the advantages of leasing eKEY software without requiring membership in the Columbus REALTORS®, the following must be met:

- 4.1 The lease agreement for the eKEY must be signed by the following three people: the Unlicensed Assistant; the designated REALTOR® of the firm or the Office's Broker of Record; and the REALTOR® Member(s) for whom the unlicensed assistant works-
 - 4.2 Unlicensed Personal Assistants may be issued only Unlicensed Personal Assistant eKEYs that require a call before showing ("CBS") code in order to be used on property. (The "CBS" code is a seven-digit code that is known only by the Member who owns the Key Box and is required to be programmed into an Unlicensed Personal Assistant eKEY in order to open a Key Box.)
 - 4.3 The eKEY must be issued in the name of the specific Unlicensed Assistant.
 - 4.4 The Unlicensed Assistant must meet all other Key Box Rules and Regulations that are applicable and are currently in effect, and that will become effective. Failure to abide by rules will result in disciplinary action.
 - 4.5 The Unlicensed Assistant will be charged the same fees for the eKEY as a REALTOR® member of Columbus REALTORS®
 - 4.6 It shall be the responsibility of the REALTOR® Member for whom the Unlicensed Personal Assistant works and/or the Designated REALTOR® of the firm to notify Columbus REALTORS® within 24 hours after termination of the Unlicensed Personal Assistant.
5. **Current Update Code:** Keyholder acknowledges that the eKEY has an update code and that this code expires every day prohibiting further use of the eKEY until new current update code is obtained from the system. Update codes will only be issued to Keyholders-in-good-standing with the Columbus REALTORS® or other Association.
 6. **Forgotten PIN Numbers:** To retrieve lost or forgotten PIN numbers and shackle codes, Keyholders must bring the equipment into the Columbus REALTORS® office for assistance. No exceptions will be made. This is for the protection of the system.
 7. **Failure of eKEY:** If the eKEY software fails to work properly, contact the Columbus REALTORS® during regular business hours of 8:30 a.m. to 5:00 p.m., Monday through Friday. For help after hours, Keyholders may also contact the Supra Support Line www.suprakey.com or call 1-877-699-6787
 8. **Failure of Key Boxes:** If the Key Box fails, a replacement Key Box will be issued when the old Key Box is brought to the Columbus REALTORS® office for an exchange. If a Key Box fails while attached to a property, the Agent who owns the Box MUST call the Columbus REALTORS® official locksmith at **General Save and Lock, 614.266.2348** (Art) for removal of the Key Box at NO CHARGE to the listing Agent. The listing Agent would then receive a replacement Key Box free of charge.
 9. **Hours of Operation:** Electronic Key Boxes shall 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).
 - Listing agents can program the Key Box to be available 24 hours a day by using his/her eKEY to do so or they may bring the Key Box to Columbus REALTORS® to program the box for special hours.
 - Listing agents have access to their own listings 24 hours a day.
 - **Key Boxes should be programmed to deny access to all Keyholders except the listing agent during "Coming Soon" status. This is for the privacy and protection of the Seller.**
 10. **Transfer of Keyholder to Another Firm.** If a Keyholder using the eKey and Keybox System transfers agency affiliation, they must notify the Columbus REALTORS® within fourteen (14) days of the change as recorded with the Ohio Division of Real Estate. There is no cost to a Keyholder to transfer.
 11. **Transfer of Key Boxes:** Notwithstanding the other provisions of the Key Box Agreement, while Member is not in breach of the Key Box Agreement, Member may at any time during the term
 - (1) transfer any Key Boxes in Member's possession to another system Broker or Member who has signed this form of Agreement with the Columbus REALTORS®, and
 - (2) receive from other Brokers and Members their Key Boxes.
 Members shall notify Columbus REALTORS® Key Box Administrator in writing using the Key Box Transfer Form within 24 hours of the transfer.
 12. **Inspections and Audits:** Columbus REALTORS® shall have the right to inspect all 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 an event of default under this program.
 13. **Indemnification:** Keyholder covenants and agrees to indemnify and hold harmless the Columbus REALTORS® and Columbus and Central Ohio Regional Multiple Listing Service and their officers, directors and employees from any and all liability, claims, causes of action, suits, obligations, or demands against the Columbus REALTORS® and the Columbus and Central Ohio Regional Multiple Listing Service as a result of Keyholder's loss of or use of the eKey and/or Key Box System for any reason, including, but not limited to: attorney's fees incurred by the Columbus REALTORS® and the Columbus and Central Ohio Regional Multiple Listing Service as result of damage or injury to premises or persons arising out of the use by Keyholder or by another person using the eKey or Key Box System.