

POLICIES AND PROCEDURES
OF THE
**GREATER ALEXANDRIA AREA
ASSOCIATION OF REALTORS®**



(Adopted July 2023)

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- Agreement to Serve
- GAAAR Fees Schedule
- AE/CEO Job Description

MISSION STATEMENT

The mission of the Greater Alexandria Area Association of Realtors® is to:

- ACT AS REPRESENTATION OF REALTOR® AND AFFILIATE MEMBERS AND TO MAKE ANY AND ALL DECISIONS FOR THE GOOD OF THE MEMBERSHIP.
- PROVIDE RESOURCES AND LEADERSHIP THAT STRIVES TO PROMOTE A PROFESSIONAL, AND ETHICAL ENVIRONMENT CONDUCIVE TO SUCCESS FOR OUR MEMBERS AND THEIR CUSTOMERS AND CLIENTS.
- PROMOTE AN OPEN AND INCLUSIVE FAIR HOUSING PUBLIC POLICY WHICH BENEFITS AND ENHANCES THE RIGHT TO OWN, USE AND TRANSFER REAL PROPERTY.
- PROMOTE A MEMBERSHIP FOCUS THAT ASSURES OPTIMAL USE OF REALTOR® RESOURCES.
- PROMOTE THE USE OF REALTORS® AS A DEFINITE BENEFIT TO THE PUBLIC UTILIZING ADVERTISING, EDUCATIONAL MATERIAL AND SPECIAL EVENTS.
- PROMOTE MEMBERSHIP INVOLVEMENT AND PARTICIPATION IN COMMUNITY AND CHARITABLE ORGANIZATION'S EVENTS AND ACTIVITIES THAT BRING POSITIVE RECOGNITION TO THE ASSOCIATION AND REALTOR® BRAND.

ARTICLE 1. ADMINISTRATION

The governing body of this Association is the Board of Directors, hereinafter referred to as the Board of Directors or BOD. The Board of Directors is responsible for the ultimate direction and management of the affairs of the Association. The Board of Directors may delegate its authority to any member of the BOD, Association, or a Committee to act on the BOD's direction and behalf.

Section 1. BOARD OF DIRECTORS

The Association's Board of Directors consists of the following elected Officers and Directors positions:

A. ASSOCIATION OFFICERS

President - serves a one-year term after having served in the office of President-Elect. The President shall succeed to the office of Past President after completing the term.

President-elect - serves a one-year term. The President-elect shall automatically succeed to the office of President after completing the President-elect term.

Past-President - serves a one-year term after having been President the preceding year.

Secretary - serves a one-year term, not to exceed more than three consecutive terms.

Treasurer – serves a one-year term, not to exceed more than three consecutive terms.

NOTE: The Secretary and Treasurer positions may be combined into one position as approved by the BOD.

B. ASSOCIATION DIRECTORS

Prior to nomination for a Director position, the member must have been a GAAAR member in good standing for at least two (2) years. A member of good standing refers to a realtor or affiliate who has been an active member of GAAAR, has fully paid all dues and fees, and has not received any founded or unfounded complaints.

Realtor Member Directors – Seven positions, each serves a staggered three-year term, not to exceed two consecutive terms.

Affiliate Member Director – One position, serves a single three-year term.

MLS Chair – One position that is appointed by the current President and serves a two-year term.

State Director(s) - Serves a three-year-term, not to exceed two (2) consecutive terms.

Note: The number of State Directors is based on the total GAAAR membership as of January 1st each year. See MNAR Bylaws for specifications.

C. EXECUTIVE COMMITTEE

The executive committee shall consist of the President, President-elect, Past President, Secretary, and Treasurer. The AE/CEO is also an ex-officio member.

Section 2. DUTIES AND EXPECTATIONS OF THE BOARD OF DIRECTORS

A. DUTIES

a. President

First and foremost, the President shall direct the operations of the Association that best represent the membership as a whole and set the Strategic Plan of the Association. The primary duties of the President are to:

- (1) act as legal head of the Association and exercise general supervision over the Association and all of its activities and Members,
- (2) sign letters or documents as necessary to carry out the Association business,
- (3) see that basic policies, general activities and programs are planned and presented to the Membership that will further the goals and objectives of the Association and meet the Core Standards requirements,
- (4) support, defend, enforce the Bylaws, Policies and Procedures, and programs adopted and promoted by the Association,
- (5) in cooperation with those with fiscal responsibility, ensures the Association operates within an annual budget as approved by the BOD,
- (6) see that the finances of the Association are audited annually,
- (7) see that the membership is kept fully informed of the conditions and operations of the Association,
- (8) present an annual report at the annual meeting, at the end of the term, or at another appropriate meeting,
- (9) preside at and attend all general membership meetings and meetings of the BOD
- (10) call special meetings when necessary,
- (11) cast the deciding vote when there is a tie-vote related to Association business,
- (12) appoint committee chairpersons and outline the purpose and duties of the committees, and monitor their progress,
- (13) promote interest and active participation in the Association,
- (14) represent and speak for the Association to other organizations and to the public,
- (15) promote good will, create a favorable public image, articulate the real estate position of the Association, and develop credibility in matters relating to the real estate industry.

b. President-elect

The President-elect shall assume the office of President upon resignation, death, incapacitation, or impeachment, and shall complete the remaining term unless otherwise determined by the BOD. The primary duties of the President-elect are:

- (1) in the absence of the President, assume and perform the duties of the President,
- (2) when directed by the President or BOD represent the President at conferences and meetings,
- (3) serve as ex-officio member on all committees,
- (4) perform such other duties that may be delegated by the President or BOD.

c. Past President

The Past President shall continue to serve on the BOD to provide continuity and provide any other aid to the President and BOD as requested.

d. Secretary

The primary duties of the Secretary are to:

- (1) assist the President and officiate in keeping correct minutes of all BOD meetings and to distribute such minutes as appropriate,

- (2) perform any other duties as may be delegated by the President or BOD.

The BOD may designate the AE/CEO to perform the duties of the Secretary position.

e. Treasurer

The primary duties of the Treasurer are to:

- (1) review with the AE/CEO monthly financial statements for presentation to the BOD and general membership,
- (2) present an annual financial report from the previous year at the First Quarter General Membership Meeting,
- (3) works closely with the AE/CEO to help ensure the accurate accounting and distribution of all funds,
- (4) shall act as Chair of the Finance Committee,
- (5) works with the AE/CEO and the Finance Committee in preparation and management of the annual budget, advise the BOD on financial matters including investments (bank deposit and certificate of deposit accounts), bank accounts, and asset capitalization,
- (6) may be called on to sign certain legal and banking documents.

f. Directors

The primary duties of the local Realtor-Member Directors are to:

- (1) be a representative of the BOD and serve as an ex-officio member on assigned committee(s),
- (2) report to the President and BOD on all activities handled by him/her,
- (3) be mindful of the general conduct of the Association affairs and assist in enacting such rules and regulations for its governance and operations,
- (4) see that the Membership is kept reasonably and properly informed on appropriate matters of particular interest and concern to the Membership,
- (5) perform such other duties as are delegated by the President or BOD.

g. State Director(s) & MLS Chair

The primary duties of the State Director(s) are to:

- (1) keep informed on matters affecting real estate in the community, State, and Nation, and contribute responsibly on such matters during appropriate meetings,
- (2) ensure that the goals and objectives of the State Association and Northstar MLS are accepted and carried out at the local level,
- (3) bring programs and issues from the BOD to the attention of the State Association and Northstar MLS,
- (4) perform such other duties as are delegated by the President or BOD.

h. Executive Committee

The primary duty of the Executive Committee is to conduct any necessary Association business that develops between regular BOD meetings and is of a time sensitive nature. The Committee is given directive by the BOD to act within the best interest of the Membership. In the event the business is financially related, the Committee is authorized to spend up to \$250 of Association monies. All actions, decisions and expenditures by the Committee will be reported to the BOD at the next regularly scheduled meeting.

B. EXPECTATIONS

The membership has a right to expect from every BOD member good faith, reasonable care, and prudence in the consideration of every situation, decision or question that is presented to the BOD in managing the Association affairs. The BOD is expected to act and think strategically, avoid personal agendas, respect diversity and innovative ideas while setting goals and strategies for the future of the Association. The BOD shall avoid micromanagement of the Association committees and Association's business office maintaining focus on the overall mission, vision, values, and goals.

The BOD shall have charge of the general conduct of the affairs of the Association and shall enact such rules for its governance as deemed expedient providing that the same shall be consistent with the Bylaws of the Association.

The BOD shall have overall management of all finances of the Association. The BOD may at any time deemed necessary, cause an audit or financial review to be conducted of the books and accounts of GAAAR by a certified public accountant.

The BOD shall nominate or appoint, as required, members to act as a member on associations or organizations to represent GAAAR. Members shall be instructed as to their duties and responsibilities and shall be subject to replacement at the discretion of the BOD. Members shall be required to see that matters of a controversial nature and/or seriously affecting the Association are brought to the BOD before taking action. The BOD will present these matters to the Membership for their views before such members commit the Association either for or against such matters.

It shall be the duty and responsibility of the BOD to see that the Membership is kept reasonably and properly informed on all matters of particular interest and concern to the Membership. It shall be the duty and responsibility of the BOD to secure, where time allows, the majority of views of the Membership upon any subject of particular concern to the Membership. This procedure is particularly applicable when the BOD is called upon to pledge the support of the Association on matters affecting the real estate industry and on matters of civic, State or National interest.

Section 3. OFFICER/DIRECTOR IMPEACHMENT

In the event that an Officer or Director is deemed to be incapable of fulfilling the duties for which elected, but will not resign from office voluntarily, the Officer or Director may be removed from office under the following procedure:

- (1) A petition shall be filed with the President, or with the President-elect if the President is the subject of the petition that specifically sets forth the reasons the individual Officer or Director should be deemed disqualified from further service that is signed by one-third or more of the voting Membership or a majority of all BOD members.
- (2) Upon receipt of the petition, not less than twenty (20) days or more than forty-five (45) days, a Special Meeting of the voting General Membership shall be held. This Special Meeting shall be noticed to all voting Members at least ten (10) days prior to the meeting. The sole business of the Special Meeting shall be to consider the charge against the Officer or Director and to render a decision on the petition.
- (3) The President shall conduct the Special Meeting, or in the event the President's continued service in office is being considered at the meeting the President-elect will conduct the meeting. The petition and details will be presented in its entirety to the Membership for discussion. A quorum to vote on

the petition is considered to be three-fourths vote of Members present and shall be required for the Officers or Directors removal from office.

Section 4. ASSOCIATION EXECUTIVE/CHIEF EXECUTIVE OFFICER (AE/CEO)

The AE/CEO shall be an employee hired by agreement of the BOD. The AE/CEO is responsible for the day-to-day business of the Association's business office, including management of the Associations financial accounts. The AE/CEO manages accounts payable, accounts receivable, and maintains banking and investment accounts on behalf of the Association. The AE/CEO acts as a partner to the President and BOD, helping to promote the goals and strategies of the Association, while being mindful of the daily administrative and business needs unique to Association. The AE/CEO shall be a standing member of all committees to provide business office and resource assistance to the Committee Chair.

The job description of the AE/CEO shall be determined by the BOD. See attached document Job Description – Association Executive / Chief Executive Officer.

Section 5. COMMITTEES

As detailed in the Association's Bylaws, the President shall appoint from among the Members, subject to confirmation by the BOD, the following committees:

Standing Committees

Advocacy (including Governmental Affairs/RPAC)

Consumer Outreach

Finance

Membership

MLS

Personnel

Professional Development

Special Committees

Social

Awards

Nomination

The committees shall be of such size and shall have duties, functions, and powers as assigned by the President or BOD.

A. COMMITTEE FUNCTIONS

The Committee's primary responsibility, directive and mission is to provide educational programs, events and activities that promote the Association, provide benefit to and recognition of Members, while meeting the parameters of the Association's Core Standards.

Section 6. GENERAL GUIDELINES

A. BOARD LEGAL DUTIES

- (1) Duty of Care - requires members to use responsible care and good judgment in making their decisions on behalf of the interests of the whole organization.

(2) Duty of Loyalty - requires officers and directors to be faithful to the organization, avoiding conflicts of interest.

(3) Duty of Obedience - requires members to comply with the governing documents.

B. BOARD MEETING – BEST PRACTICES

- Respect the Chairperson
- Respect the opinion of fellow board members
- Adhere to the agenda
- Bring your calendar to meetings
- Print and bring the agenda and information packet to meetings
- Arrive on time
- Read materials in advance
- Listen more than you speak
- Speak when you have an essential point to make
- Respect the rules of order
- Leave personal agendas at the door
- Actions of the board belong to the board – support them publicly, do not badmouth any action for any person
- Declare conflicts of interest between your personal/professional life and your position on the board.

C. BOARD DOCUMENTS

The following documents are readily available to members for review and should be treated with care and confidentiality:

- Bylaws
- Articles of Incorporation
- Financial Statements
- Meeting Minutes
- Insurance Coverages
- Policies & Procedures Manual
- MLS Rules & Regulations
- Roster of Committees
- Membership Roster and Dues Structure

Section 7. BOARD OF DIRECTORS CODE OF CONDUCT

Members of the board of directors and staff carry certain duties and responsibilities for the wellbeing of the organization. The Code of Conduct outlines some of these duties and responsibilities in accordance with governing documents. Each member of the BOD shall read, sign, and abide by the Agreement to Serve. See attached Agreement to Serve.

A. CONFIDENTIALITY

Board members and staff will have access to information that if revealed to outsiders, could be damaging or sensitive to other members or staff, harmful to the best interests of the organization, or even create legal liability. Information provided to the board and staff may concern personnel, financial, contractual, membership or legal matters. It will often be confidential and is intended for use in decision making and governance. Information shall be held in the strictest of

confidence and shall not be divulged to any outside party, including other members, without authorization of the board chair or association executive.

B. CONFLICT OF INTEREST

Board members and staff members owe a high fiduciary duty to the organization. Thus, no board or staff member shall maintain or support any business enterprise or other activity that directly conflicts with the interests of the organization. Staff members shall not solicit members for any reason that is not directly related to official business.

- (1) Any duality of interest or possible or perceived conflict of interest on the part of any board member shall be disclosed to the other board members and made a matter of the record, either through an annual procedure or when the conflict becomes a matter of board action.
- (2) Any board member having a duality of interest or possible or perceived conflict of interest on any matter should not vote or use his/her personal influence on the matter, and he/she should not be counted in determining the quorum for the meeting, even where permitted by law. The minutes of the meeting should reflect that a disclosure was made, the abstention from voting, and the quorum situation.
- (3) The foregoing requirements should not be construed as preventing the board member from briefly stating an opinion or position on the matter, nor from answering pertinent questions from other board members since his/her knowledge may be of great assistance.

C. VIOLATIONS

Violations of the Code of Conduct may result in disciplinary action in accordance with the governing documents. Discipline may include removal of a board member from the office or termination of a staff member.

ARTICLE 2. NOMINATION AND ELECTION GUIDELINES

Section 1. NOMINATIONS

Nominations for election shall be placed on the ballot through the Nominating Committee. All nominees will be contacted for consent before placement. Nominees must have given their consent and agreement to serve if elected prior to nomination. All nominees shall be given copies of their duties and expectations prior to election.

At least two months before the Annual Meeting the President shall appoint a Nominating Committee consisting of four Realtor members as approved by the Board. Additional candidates for the offices to be filled may be placed in nomination by petition that is signed by at least 25% of the REALTOR® Members eligible to vote. The petition shall be filed with the AE/CEO at least two (2) weeks before the election. Notice shall be sent of these additional nominations to all Members eligible to vote before the election. Candidates for the position of Directors or Officers of the Association must be a REALTOR® member in good standing for a minimum of two (2) years prior to the Annual Election. Membership will be verified by the records on the NRDS system.

Section 2. ELECTIONS

The election of Officers and Directors shall be conducted prior to the annual meeting held in November/December. The election shall be by ballot, contain the names of all candidates and the offices for which they are nominated, and all votes must be cast in person or by electronic means. The President, with the approval of the Executive Board BOD, shall appoint an Election Committee of three (3) REALTOR® Members to conduct the election. In case of a tie vote, the issue shall be determined by lot. (The issue shall be determined by a drawing conducted by the President)

Section 3. GUIDELINES FOR NOMINEES

A. PRESIDENT, PRESIDENT-ELECT

Shall have served a minimum of one year on the Greater Alexandria Area Association of REALTORS® Board and be a member in good standing. If no candidate comes forth the BOD will appoint a task force from the current BOD to interview potential candidates that have at a minimum served as a committee chair in the past 3 years and is a member in good standing.

B. DIRECTORS, AFFILIATE DIRECTOR

Shall be a member of the Greater Alexandria Area Association of REALTORS® in good standing for a minimum of two (2) years prior to the Annual Election.

C. STATE DIRECTOR

Shall be selected by appointment by the President, or in a procedure as determined by the BOD. The Director(s) shall not serve more than two consecutive terms unless the Association has less than 50 members. The Director’s three-year term shall be served by the same member and shall not be shared by two or more members within that three-year term period. See MNAR Bylaws for more specifications.

D. MLS CHAIR

Shall be selected by appointment by the President, or in a procedure as determined by the BOD. It is recommended that the REALTOR® is a Broker. Shall be a member of the Greater Alexandria Area Association of REALTORS® in good standing for a minimum of two (2) years.

Section 4. VACANCIES

Vacancies among the BOD shall be appointed by the current President and filled by a simple majority vote of the BOD until the next annual election.

ARTICLE 3. VOTING RIGHTS

Section 1. BOARD OF DIRECTORS

The President shall have one vote ONLY in the event of a tie vote on issues brought to Association. The President-elect, Past President, Secretary & Treasurer, Realtor-Member Director, Affiliate-Member Director, the MLS Chair & the State Director(s) shall have one vote each on issues presented to the BOD.

Section 2. GENERAL MEMBERSHIP

Each member of the Greater Alexandria Area Association of Realtors will have one vote on issues brought forth for a vote to the General Membership. Affiliate Members that have several representatives or participants will only be allowed one vote per membership, not per individual, and shall vote on only non-REALTOR® issues.

ARTICLE 4. MEETINGS

Section 1. BOARD OF DIRECTORS

The BOD meetings will be held monthly on the third Thursday. Annually, the President shall designate a regular time and place of all meetings. Any absence by a Director from three consecutive regular meetings without an excused absence shall be construed as resignation. Standing excused absences consist of a death in the family or funeral, a fire call, a medical emergency, medical appointment, rescheduled closing, or any other absence previously approved by the President. Any unexcused absence by an Officer from two consecutive meetings shall be just cause to initiate Impeachment proceedings.

Section 2. GENERAL MEMBERSHIP

The General Membership meeting will be held quarterly on the second Thursday of the first month of the quarter.

Section 3. OTHER MEETINGS

Meetings of the Members may be held at other times as the President or the Board of Directors may determine, or upon the written request of at least 25% of the Members eligible to vote.

Section 4. NOTICE OF MEETINGS

Written notice shall be given to every Member entitled to participate in the meeting at least one (1) week preceding all meetings. If a special meeting is called, it shall be accompanied by a statement of the purpose of the meeting.

Section 5. QUORUM

A quorum for the transaction of the Association business is required at all regular and special meetings.

A. GENERAL MEMBERSHIP

A quorum shall consist of those active members that are present and eligible to vote.

B. BOARD OF DIRECTORS

A quorum shall consist of 50% + 1 of the Officers and Directors that are eligible to vote to be present during the meeting.

C. EXECUTIVE BOARD

A quorum shall consist of 50% + 1 of the Officers be present during the meeting.

Officers and Directors that attend Board and Executive Board meetings virtually, are considered present and part of the quorum.

Section 6. VIRTUAL, HYBRID MEETINGS - TRANSACTION OF BUSINESS

The BOD and Executive Board may conduct business meetings by electronic means as necessary. Electronic means is considered virtually, or by speakerphone. Any action taken shall be considered passed if it meets the definition of quorum for Board of Directors and Executive Board Meetings.

Section 7. MEETING GUESTS

All meetings of the Association are considered closed meetings for the public, non-members, or inactive members. Other guests may be requested and allowed to attend a meeting to present reports or detailed information to the members, BOD or Executive Committee.

A. BOARD OF DIRECTORS MEETINGS

Any member of the Association is permitted to attend regularly scheduled BOD meetings as an observer only unless asked to participate in conversation. Any visiting member will not be eligible to vote and may be asked to be excused for confidential discussions held in the BOD Meeting.

B. EXECUTIVE COMMITTEE MEETINGS

The meetings of the Executive Committee are closed meetings.

C. GENERAL MEMBERSHIP

Any member may ask a guest to attend a General Membership Meeting up to two times before membership shall be required.

ARTICLE 5. FINANCIAL

The BOD shall have overall management of all finances of the Association to ensure sound, transparent fiscal practices. The BOD shall approve the Associations annual budget as recommended by the Treasurer and Finance Committee. The BOD will annually, and may at any time deemed necessary, cause an audit or financial review to be conducted of the books and accounts of the Association by a Certified Public Accountant.

Section 1. CONTRACTS

To avoid any potential personal liability that may apply to Officers and Directors, all Association business contracts shall be signed by the AE/CEO only.

Section 2. CHECK WRITING AUTHORIZATION

Two signatures are required for all checks issued by the Association. The following Officers are authorized to be signers: President, President-Elect, Past President, Secretary/Treasurer, or AE/CEO.

Section 3. RETURNED CHECK POLICY

A returned check fee will be assessed on any check received by the Association with non-sufficient funds. See GAAAR Fee Schedule.

Section 4. MEMBERSHIP DUES

Annually, prior to the fourth quarter, the Board of Directors, under recommendation of the Finance Committee, shall set the annual Membership dues that will be payable to the Association the following year. See the GAAAR Fee Schedule.

A. PAYMENT DUE DATES, ASSESSED FEES

GAAAR Membership Dues for all current members shall be payable annually on/after November 1st, and due by/before December 1st. Any member that has not paid the Annual Dues by the first Friday in December shall be assessed a late fee penalty the following business day. Any member that has not paid the Annual Dues by December 31st at 11:59 pm, their membership will become inactive and subject to the reinstatement fee.

Membership Dues for a new Realtor or Affiliate will be computed from the month in which a new Member joins and shall be prorated for the remainder of the year.

B. NON-PAYMENT

(1) In the event a Realtor, or Certified Appraiser who holds a Realtor membership is inactivated for nonpayment of Association dues, and the licensee remains with the ‘designated’ Realtor firm/brokerage, payment of the outstanding dues of the non-paying member will be assessed to the Broker/Brokerage. Dues are calculated from the firstday of the current fiscal year.

(2) If Membership Dues, MLS Fees, assessed fines or other financial obligations, including amounts owed by the Realtor or Affiliate Member to the Association are not paid within one month of the set due date, the non-paying Realtor or Affiliate Member will not be allowed access to Northstar MLS, and may be subject to Membership suspension at the discretion of the BOD. Two months after the due date, the membership of the non-paying Member may be terminated at the discretion of the BOD. Three months after the due date, the membership of the non-paying member shall automatically be terminated. Once the membership is terminated, the member shall be subject to payment of the reinstatement fee.

(3) No action will be taken to terminate or expel a member for non-payment of disputed amounts until the accuracy of the amount owed has been confirmed by the BOD. A former Member who has had his membership terminated for non-payment of dues, fees, fines or other assessments duly levied in accordance with the provisions of the Bylaws, Policies and Procedures, or the provisions of other Rules and Regulations of the Association or any of its services, departments, divisions or subsidiaries may apply for reinstatement in a manner prescribed for new applicants for membership, after making payment in full of all accounts due as of the date of termination.

Section 5. EXPENSE REIMBURSEMENT

All pre-approved expenses and expenses that are submitted to the BOD for reimbursement must be accompanied by proper receipts or documentation. Reimbursement of expenses that have not been pre-approved shall be at the discretion of the BOD.

Section 6. TRAVEL FOR CONVENTIONS AND CONFERENCES

A. PRESIDENT

The President shall have all expenses paid to attend the State Association Convention and other meetings at the discretion of and approval by the BOD.

B. PRESIDENT-ELECT

The President-elect shall have the registration and travel expenses paid to attend the State Association Convention, and the NAR Leadership Summit in Chicago. The President-Elect will have the option of attending the Leadership Courses offered preceding the Leadership Summit and registration & extra hotel night will be paid.

C. BOARD OF DIRECTORS, CHAIRS

Directors and Chairs shall be encouraged to attend the State Association Convention and shall have the cost of registration paid by the Association.

D. ASSOCIATION STATE DIRECTORS

State Directors shall have registration and room accommodation costs reimbursed for the amount above what is not reimbursed or paid for by the State Association.

E. AE/CEO

The AE/CEO will have all expenses paid to annually attend the following conferences/conventions: RAMCO, AE Institute, NAR Leadership Summit, NAR Conference, Realtors Legislative Meetings, MN Realtors UNITE, and the Northern Lights Leadership Training. The AE/CEO is encouraged to attend any other training, meetings, conferences, or conventions as approved by the BOD that may assist in the affairs of the Association. Expenses to attend these other training courses, meetings, conferences, or conventions shall be paid by the Association.

All Directors and Chairs are expected to attend the Annual Leadership Training the first year of their election and shall have lodging expenses paid. The remaining years of their term Directors and Chairs will be provided the option of attending the Annual Leadership Training, with lodging paid, or attending an online Professional Development course through www.nar.realtor, with course fees paid.

Section 7. EXPENDITURES

The AE/CEO shall administer the day-to-day finances of the Association. Expenditures in excess of \$500.00 may not be made unless authorized by the BOD. The AE/CEO will be issued a credit card to facilitate the payment of invoices and expenditures of the Association and business office.

Section 8. CHARITABLE DONATIONS, MEMORIALS

The Association has the authority to collect, raise and otherwise acquire funds to be used for humanitarian purposes as deemed appropriate by the BOD. These purposes may be for memorials, gifts, and other such charitable donations for, or on behalf of, Members.

The Association shall limit memorial donations to active or retired members & spouses. See GAAAR Fees Schedule. Any active member of the Association can present a memorial request to the BOD or Executive Board.

Section 9. RESERVES & INVESTMENTS

The Association may open and manage Certificates of Deposit or other special accounts to accommodate accruing interest on money collected by the Association as deemed appropriate by the

BOD. At no time shall funds of the Association be “at risk” beyond the capability of normal economic conditions.

In accordance with NAR guidelines, the Association will maintain reserve accounts that provide for up to six (6) months of self-sustainability. The number of reserve and/or savings accounts will be at the discretion of the BOD by recommendation of the Treasurer and Finance Committee.

Section 10. BANKING

The BOD shall decide what bank(s) the Association funds shall be deposited and execute the authorization as mentioned under “Check Writing Authorization.” It is encouraged that the banking institution(s) are an affiliate member of the Association.

Section 11. DUES, FEES REFUNDS

No refund of Membership Dues or MLS Fees paid to the Greater Alexandria Area Association of REALTORS® shall be given for any reason.

Section 12. FINANCIAL INFORMATION USE AND DISCLOSURE

All banking information, members personal credit card and banking information, and Association financial information is deemed confidential and will not be disclosed to any person outside of the Association’s business office staff. The BOD and Finance Committee members are provided with financial information necessary to perform their respective duties, however this information does not include member personal credit card or banking information.

Business office staff shall maintain the confidentiality of members’ personal credit card and banking information and only use the information at the direction of the member to conduct Association business. Members’ credit card and banking information shall not be documented or retained outside of Ramco.

This policy does not prevent the Association from notifying a members’ Broker for collection of a member’s outstanding dues and fees.

ARTICLE 6. BUSINESS POLICIES & PRACTICES

Section 1. OFFICE HOURS

The general office hours of the Association’s business office are Monday through Friday 9:00 a.m.- 2:00 p.m. allowing 30 minutes for lunch. In the event that the business office is closed, the members will be notified of the closure by posting in the Portal or by email.

A. The AE/CEO may work 8:00 am – 2:00 pm or 9:00 am – 3:00 pm.

Section 2. HOLIDAYS

The following paid holidays are recognized by the Association: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving Day, Christmas Eve, Christmas Day, a ½ day for New Year’s Eve.

If the listed holiday falls on a Saturday, the holiday shall be taken on Friday and if a holiday falls on a Sunday, the holiday shall be taken on Monday.

Section 3. BOARD ROOM, BUSINESS OFFICE & EQUIPMENT

The Board Room, Business Office and equipment of the Association shall be used to conduct official Association business only. This includes business meetings being conducted by the Executive Board, BOD, Committees and Special Committee/Task Force. Or any other meetings as approved by the BOD.

Section 4. BUSINESS OFFICE ACCESS, KEYS

Keys/access to the Association business office are provided to the AE/CEO, the President, President-Elect, Past President, and the Secretary/ Treasurer.

Section 5. FISCAL & ELECTIVE YEAR

The fiscal and elective year of the Association shall be January 1 to December 31st.

Section 6. MEDIA CORRESPONDENCE

All requests from the media shall be directed to the President, or Board member as approved by the President, to represent the Association.

Section 7. MEMBERSHIP ROSTER

Rosters of the Association's membership are available on the GAAAR Portal. The Association does not provide detailed membership lists, or member's personal information to the general public.

Section 8. SOLICITATIONS

Solicitations may be presented to the BOD or the President and handled as deemed appropriate for the request.

Section 9. POLITICAL ENDORSEMENTS

Endorsements shall be at the discretion of the BOD and may be guided by the views of the Minnesota Association of Realtors.

Section 10. RECORDS, DOCUMENT RETENTION

Financial and accounting documents and business records shall be kept for seven (7) years. Vendor contracts, membership records, tax returns and minutes shall be on file permanently.

Section 11. COMMUNICATIONS

The official form of communication between the Association's business office to the Association's membership shall be by email. Members should not expect any other forms of communication, i.e., mailings, direct telephone calls, or other electronic means of communication.

Correspondence with the Association shall be directed to the Association's business office located at 624 Broadway St, Suite 104, Alexandria, MN 56308, office phone number (320) 762-2022, or e-mail address of info@AlexandriaMnRealtors.com

It is expected that when using various forms of communication all members shall be courteous, respectful and follow proper rules of etiquette.

Section 12. TEMPORARY LEAVE OF ABSENCE, SUSPENSION OF SERVICES

Primary Members who wish to maintain an active license may not temporarily discontinue MLS access or Supra key services during an extended temporary leave of absence. Any other members who maintain Primary Membership with another Association may "suspend" services for up to three months.

Section 13. REFERRALS AND RECOMMENDATIONS

The Greater Alexandria Area Association of REALTORS® does not respond to requests from the public, written or verbal, for references or recommendations of services provided by members.

Section 14. DIRECTOR INSURANCE

The AE/CEO will ensure that a Director's Policy is in force. The policy will be reviewed by the BOD on an annual basis.

Section 15. ALCOHOL

The Board will at no time offer free liquor, drink tickets, tokens, etc. at any meeting or function of the Association.

Section 16. WHISTLEBLOWER POLICY

The Greater Alexandria Area Association of REALTORS® requires Directors, Officers, and all staff to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. Directors, Officers, and staff are representatives of GAAAR and are expected to practice honesty and integrity in fulfilling their duties and responsibilities.

A. RESPONSIBILITY

It is the responsibility of all Directors, Officers, and staff to comply with all applicable laws and regulations and to report violations or suspected violations in accordance with this Whistleblower Policy.

B. RETALIATION

No Director, Officer, or staff person who in good faith reports a violation shall suffer harassment, retaliation, or adverse employment consequence. Any person who retaliates against anyone that, in good faith, has reported a violation is subject to discipline up to and including termination.

This Whistleblower Policy is intended to encourage and enable Directors, Officers and staff and members to raise serious concerns within the Association prior to seeking resolution outside the Association.

C. REPORTING VIOLATIONS, TYPES

The ‘whistle blowing’ procedure is intended to be used for serious and sensitive issues. Such as concerns including those relating to financial reporting, unethical and/or illegal conduct. Reports may be made directly to members of the Executive Board or to the Association’s general counsel, Johnston Law Office. Employment related concerns and other concerns should be reported President or President-Elect.

D. ACTING IN ‘GOOD FAITH’

Anyone filing a complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense which will result in immediate termination.

E. CONFIDENTIALITY

Violations or suspected violations may be reported on a confidential basis or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

F. HANDLING REPORTS, INVESTIGATION

The action taken in response to a report of concern under this policy will depend on the nature of the concern. Initial inquiries will be made to determine whether an investigation is appropriate, and the form that it should take. Some concerns may be resolved without the need for investigation. The BOD shall receive information on each report of concern and follow-up information on actions taken. All reports will be promptly investigated, and appropriate corrective action will be taken if warranted by the investigation. Depending on the nature of the report, the investigation may be conducted by the AE/CEO, an Executive Board member, or an outside person/agency.

Section 17. ANTITRUST STATEMENT

The Greater Alexandria Area Association of REALTORS® is a not-for-profit organization. The Association is not organized to and may not play any role in the competitive decisions of its members or their employees, nor in any way restrict competition among members or potential members. Rather, the Association serves as a forum for a free and open discussion of diverse opinions without in any way attempting to encourage or sanction any particular business practice.

The Association provides a forum for exchange of ideas in a variety of settings including its annual meeting, educational programs, committee meetings, and Board meetings. The Board of Directors recognizes the possibility that the Association and its activities could be viewed by some as an opportunity for anti-competitive conduct. Therefore, this policy statement clearly and unequivocally supports the policy of competition served by the antitrust laws and communicates the Association’s uncompromising policy to comply strictly in all respects with those laws.

While recognizing the importance of the principal of competition served by the antitrust laws, the Association also recognizes the severity of the potential penalties that might be imposed on not only the Association but its members as well if certain conduct is found to violate the antitrust laws. Should the Association or its members be involved in any violation of federal or state antitrust laws, such violation can involve both civil and criminal penalties that may include imprisonment as well as fines for individuals and the Association plus attorney fees. In addition, damage claims awarded to private parties in a civil suit are tripled for antitrust violations. Given the severity of such penalties, the Board intends to take all necessary and proper measures to ensure that violations of the antitrust laws do not occur.

A. POLICY

In order to ensure that the Association and its members comply with antitrust laws, the following principles will be observed:

1. The Association or any Committee or activity of the Association shall not be used for the purpose of bringing about or attempting to bring about any understanding or agreement, written or oral, formal, or informal, expressed, or implied, among two or more members or other competitors with regard to prices or terms and conditions of contracts for services or products, including commissions. Therefore, discussions and exchanges of information about such topics will not be permitted at Association meetings or other activities.
2. There will be no discussions discouraging or withholding patronage or services from or encouraging exclusive dealing with any supplier or purchaser or group of suppliers or purchasers of products or services, any actual or potential competitor or group of actual potential competitors, or any private or governmental entity.
3. There will be no discussions about allocating or dividing geographic or service markets or customers.
4. There will be no discussions about discouraging entry into, or competition in, any segment of the marketplace.
5. There will be no discussions about whether the practices of any member, actual or potential competitor, or other person are unethical or anti-competitive, unless the discussions or complaints follow the prescribed due process provisions of the Association's Bylaws.
6. Certain activities of the Association and its members are deemed protected from antitrust laws under the First Amendment right to petition government. The antitrust exemption for these activities, referred to as the Noerr-Pennington Doctrine, protects ethical and proper actions or discussions by members designed to influence:
 - a. legislation at the national, state, or local level
 - b. regulatory or policy-making activities (as opposed to commercial activities) of a governmental body
 - c. decisions of judicial bodies. However, the exception does not protect actions constituting a "sham" to cover anticompetitive conduct.
7. Speakers at committees, educational meetings, or other business meetings of the Association shall be informed that they must comply with the Association's antitrust policy in the preparation and the presentation of their remarks. Meetings will follow a written agenda approved in advance by the President or the Association's legal counsel.

8. Meetings will follow a written agenda. Minutes will be prepared after the meeting to provide a concise summary of important matters discussed and actions taken, or conclusions reached.

All formal and informal discussions at the site of any Association meeting, all participants are expected to observe the same standards of personal conduct as are required of the Association in its compliance.

ARTICLE 7. AWARDS & RECOGNITION

Section 1. AWARDS

The Association may award members (Realtors, Affiliates, Executive Board members, Officers, and staff) and/or community members with plaques, certificates, gifts, and other such items deemed appropriate. These awards include but are not limited to: Realtor of the Year, Outstanding Public Service, Rookie of the Year, or other performance activity-based recognition awards. The expenses of these awards shall be appropriately accounted for and approved by the BOD.

The BOD will appoint an Awards Task Force to identify Members that are eligible for nomination for designated awards. The Task Force will be given the authority to make the appropriate and proper selection of the award recipient(s).

Section 2. AWARD DEFINITION, SELECTION CRITERIA

The Association recognizes the following award description and selection criteria for each of the awards. The Awards Task Force is expected to review and follow these criteria while considering nominee qualifications to receive the award.

A. REALTOR OF THE YEAR

The Award is presented to an active member that has demonstrated the highest level of professional excellence, while providing exemplary service to the Association, and the community in the following areas:

- **Realtor Spirit** – High principle of integrity; adherence to the Code of Ethics; furtherance of the principles of good real estate practice among brokers, agents, and the general public.
- **Civic/Community Activity** – Local, state, and/or national level participation in civic/community and service clubs, charitable organizations and activities, political commission, or fraternal or religious groups.
- **Business Accomplishments** – Public business conduct; service to clients and co-workers; imaginative and creative advertising programs; rehabilitation work; land utilization; promotion of Fair Housing; etc.
- **GAAAR Activity** – Offices held, committee assignments, task force work, other special assignments; seminar activity and educational work, membership; promotion of the Association to the local community; participation and promotion of Association events and Core Standards programs.
- **Minnesota Realtors, NAR Activity** – State/National offices held and committee work; attendance and participation in State/National conventions, director's meetings, and educational conferences; involvement with MN-RPAC.

Scoring Criteria

1) REALTOR Spirit	20 %
2) Civic Activity	20 %
3) Business Accomplishments	15 %
4) GAAAR Activity	35 %
5) Minnesota Realtors, NAR	10 %

B. ROOKIE OF THE YEAR

The Award is presented to a Realtor who has been an Agent for less than two years, who demonstrates contribution to the general real estate industry, and involvement and participation in GAAAR activities and events.

- Realtor Spirit – Strong principle of integrity; adherence to the Code of Ethics; following the principles of good real estate practice among brokers, agents, and clients.
- Civic/Community Activity – Local, state, and national level participation in civic/community and service clubs, charitable organizations and activities, political commission, or fraternal or religious groups.
- Business Accomplishments – Public business conduct; service to clients and co-workers
- GAAAR Activity – Committee participation, task force work, other special assignments; attendance at seminars and continuing education programs; promotion of the Association to the local community; participation and promotion of Association events, and Core Standards programs.
- Minnesota Realtors, NAR Activity – State/National committee involvement; attendance at State/National conventions and educational conferences; involvement with MN-RPAC.

Scoring Criteria

1) REALTOR Spirit	25 %
2) Civic Activity	20 %
3) GAAAR Activity	40 %
4) Production Activity	10 %
5) Minnesota Realtors, NAR	5 %

ARTICLE 8. PERSONNEL POLICY

Section 1. SEXUAL HARASSMENT, NONDISCRIMINATION

The Association believes that every person, member, and office staff, has the right to work and participate in surroundings that are free from all forms of harassment and discrimination. It is the Association’s policy that all persons, members and office staff, be treated fairly at all times, without regard to race, color, religion, sex (including gender identity, sexual orientation, and pregnancy), national origin, ancestry, marital status, age (40 or older), disability or genetic information, if the Association employs a family member of the member or office staff, or on any other basis prohibited by local, state or federal law.

The Association has a strict policy prohibiting all forms of sexual harassment and discrimination. This policy applies to all members and office staff when they are acting within the scope of their duties and responsibilities or participation in events of the Association. This includes harassment and discrimination that occurs outside of the actual office or Association events if there is a link with the Association.

A. DEFINITION

Sexual Harassment is defined for purposes of this policy as any unwelcome sexual advance, request for sexual favors or other verbal or physical conduct of a sexual nature or with sexual overtones. It includes, but is not limited to:

1. Offensive comments
2. Jokes or suggestions about the gender or gender-related physical attributes
3. Sexually suggestive slurs, jokes, profanity, or euphemisms
4. Obscene or lewd gestures
5. Unwanted physical contact
6. The display of sexually explicit or suggestive pictures, drawings, or written materials
7. A social invitation accompanied by a discussion of performance reviews, evaluation, or merit considerations

B. REPORTING

Any member or office staff who observes an act of sexual harassment or discrimination shall attempt to intervene and report the act to a member of the Executive Committee, AE/CEO, or a member of the BOD.

C. RETALIATION

No member, office staff, customer or client shall engage in any conduct constituting or construed as sexual harassment or discrimination. No member, office staff, customer, or client against whom a charge of sexual harassment or discrimination has been made shall in any manner seek reprisal or further harassment against the person making the charge.

D. ENFORCEMENT

All allegations that any person has sexually harassed or discriminated another person, member, or office staff, shall be referred to the BOD for internal investigation. Appropriate action, which may include, without limitation, counseling, oral or written reprimand, or expulsion from the Association may result from the investigation. The matter shall also be reported to law enforcement for further investigation and potential criminal charges.

ARTICLE 9. ENFORCEMENT & AMENDMENTS

Section 1. ENFORCEMENT

The enforcement of the Code of Ethics, the disciplining of Members, the arbitration of disputes, and the organization and procedures incident thereto shall be carried out by the Minnesota Realtors Association and shall be governed by the Code of Ethics and Arbitration Manual of the National Association.

Section 2. AMENDMENTS

These Policies & Procedures may be amended by a majority vote of the BOD present and qualified to vote at any Meeting at which a quorum is present. The BOD shall have the authorization to amend these Policies & Procedures provided changes and amendments remain within the guidelines of the National Association's recommended Bylaws, Policies, and Rules and Regulations.

In the event any portion or item of this Policy and Procedure Manual is deemed non-compliant with the State or National Association Bylaws, Policies or Rules and Regulations, and thereby unenforceable, the remainder of the Manual shall remain in full force and effect.

The BOD shall at the beginning of each fiscal year conduct a review and adopt these Policies & Procedures and Attachments as agreed upon.

ARTICLE 10. MLS POLICIES

Section 1. MLS COMPLAINTS

Complaints will follow the Northstar MLS procedures and can be found on northstarmls.com

Section 2. MLS FEES

The monthly fee for access to Northstar MLS is determined by the Finance Committee and approved by the BOD. See the GAAAR Fee Schedule. Members that are allowed access to Northstar MLS are Realtors, Brokerage office staff, lenders, appraisers, and any other members as approved by the BOD.

A. BROKERAGE INITIAL SUBSCRIPTION FEE

An application for participation in the Northstar MLS shall be paid prior to access to the service is granted. See the GAAAR Fee Schedule.

Brokerages will have a one (1) year grace period from date of last service for reinstatement of MLS services. After that one-year period has passed the full Broker Subscription Fee will be charged.

The Primary Brokerages of Greater Lakes Realtor Association Subscription fees are waived in accordance with reciprocity agreement.

B. MEMBER INITIAL SUBSCRIPTION FEE

An application fee for individual participation in the Northstar MLS shall be paid prior to access to the service is granted. See the GAAAR Fee Schedule.

C. MONTHLY ACCESS FEE

All subscribers shall pay a monthly fee for access to Northstar MLS. The monthly access fee will be billed and paid quarterly.

D. AFFILIATE MEMBERS ACCESS

Affiliate members requesting access will be billed the quarterly MLS fee for Sold Data only.

Section 3. PAYMENT SCHEDULE AND TERMS

Billing invoice information will be sent via email to each MLS subscriber. Members will need to log into their GAAAR Portal account to view and print the billing invoice. Payments can be made by credit card through the Portal. Automatic payments may be set up to be automatically charged to a credit card each quarter of the amount billed.

A. BILLING SCHEDULE DATES

The quarterly dates are as follows:

- November 15th billing for January, February & March services. Payment will be due by December 15th.

- February 15th billing for April, May & June services. Payment will be due by March 15th.
- May 15th billing for July, August & September. Payment will be due by June 15th.
- August 15th billing for October, November & December. Payment will be due by September 15th.

A Participant or Subscriber that joins mid-quarter will be charged MLS fees for the remainder of the quarter.

B. NOTIFICATIONS NON-PAYMENT

Brokers will receive notification prior to the end of the quarter for agents that have an outstanding invoice. The Brokers can monitor their agents through the Brokers Portal account. If payment is not received by the end of the quarter, MLS service for that individual subscriber will be turned off on the first day of the new quarter. The Broker will receive notification of any agent(s) that have not paid their MLS fees. The subscriber will regain access when the invoice has been fully paid. Brokers can choose to pay the MLS service fee for their agent(s).

GAAAR does not offer any refunds to MLS services should a Broker or subscriber decide to leave the Association and/or MLS.

Section 4. MLS ONLY ACCOUNTS

Brokerages and Realtors that belong to another Association that does not have access to Northstar MLS can subscribe for Northstar MLS access as an MLS Only member. The Broker of the office subscribes for Northstar MLS access; however, the entire office is not required to join.

ARTICLE 11. SUPRA

Section 1. SUPRA ACCOUNTS

A. NEW ACCOUNTS

SUPRA service is available to all new or existing active GAAAR members. The member shall contact the AE/CEO for the initial set-up of their SUPRA account. A valid credit card will be needed at the time of account set-up.

B. ACCOUNT/PROFILE MAINTENANCE

Each member is responsible for maintaining current contact cell/telephone, address, and email information on their profile. In the event that a member needs a new eKey issued, the member shall contact the AE/CEO for further assistance.

C. CLOSING ACCOUNTS

In the event a member wants to inactivate or close their SUPRA account, the member should contact SUPRA directly. When GAAAR is contacted by the member, Broker, or a member agency office staff person to initiate a SUPRA account closure or deactivation, the AE/CEO will inactivate the member's account, and unassign the member's eKey.

Section 2. PAYMENTS, REIMBURSEMENTS

A. NEW ACCOUNTS

The member will be responsible for the GAAAR SUPRA account set-up, and the SUPRA application fee and pro-rated monthly dues. The SUPRA application fee and dues are determined by and paid directly to SUPRA. See the GAAAR Fees Schedule for SUPRA set-up.

B. PROGRAM ACCESS FEES

Members are responsible to maintain an active credit/debit card on their SUPRA account profile for payment of monthly access/use fees. The fees are determined by and paid directly to SUPRA.

C. CLOSED ACCOUNT REIMBURSEMENTS

When a members' account is closed, any monies paid to SUPRA will not be reimbursed by GAAAR.

Section 2. SUPRA LOCKBOXES

SUPRA lockboxes are owned by GAAAR and 'loaned' to the Broker of member agencies. There is no 'loan' fee assessed, however, the Broker will be responsible for, and billed the current replacement cost of assigned lockboxes if they are lost, damaged or stolen. See GAAAR Fee Schedule.

Lockboxes will only be issued to the Broker of member agencies upon request. The serial numbers of lockboxes assigned to a Brokerage will be recorded in the SUPRANET program. Each Broker shall maintain an active and updated inventory list of assigned lockboxes.

The SUPRA lockbox service is entirely voluntary for members.