

# Citation Schedule of Fines

| Article                                                                                                                                                                                                                                                                                                                   | Applicable Article and Standard of Practice       | Fine                                                                   | Ethics Training Required in Addition to Fine                                                                                                                                                                              |
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| <b>ARTICLE 1</b>                                                                                                                                                                                                                                                                                                          |                                                   |                                                                        |                                                                                                                                                                                                                           |
| Failure to submit offers and counter-offers objectively and as quickly as possible.                                                                                                                                                                                                                                       | Article 1, supported by Standard of Practice 1-6  | 1st Citation \$500<br>2nd Citation \$1,000<br>3rd Citation \$3,500     | Completion of NAR Code of Ethics course or other course as determined by the Citation Panel within 30 days will be added to the 2nd and 3rd citations. Proof of completion must be provided. No CE credits for education. |
| Failure on the part of a listing broker to provide, as soon as practical, written affirmation that an offer was presented or written notification that the seller/landlord has waived the obligation to have the offer presented, upon written request of a cooperating broker submitting an offer.                       | Article 1, supported by Standard of Practice 1-7  | 1st Citation \$500<br>2nd Citation \$1,000<br>3rd Citation \$3,500     | Completion of NAR Code of Ethics course or other course as determined by the Citation Panel within 30 days will be added to the 2nd and 3rd citations. Proof of completion must be provided. No CE credits for education. |
| Failure on the part of a buyer's/tenant's broker to provide, as soon as practical, a written affirmation to the listing broker stating that the counter-offer has been submitted to the buyers/tenants, or a written notification that the buyers/tenants have waived the obligation to have the counter-offer presented. | Article 1, supported by Standard of Practice 1-8  | 1st Citation \$500<br>2nd Citation \$1,000<br>3rd Citation \$3,500     | Completion of NAR Code of Ethics course or other course as determined by the Citation Panel within 30 days will be added to the 2nd and 3rd citations. Proof of completion must be provided. No CE credits for education. |
| Accessing or using, or allowing others to access or use, a property managed or listed on terms other than those authorized by the owner or seller.                                                                                                                                                                        | Article 1, supported by Standard of Practice 1-16 | 1st Citation \$5,000<br>2nd Citation \$10,000<br>3rd Citation \$15,000 | Completion of NAR Code of Ethics course or other course as determined by the Citation Panel within 30 days will be added to the 2nd and 3rd citations. Proof of completion must be provided. No CE credits for education. |
| <b>ARTICLE 3</b>                                                                                                                                                                                                                                                                                                          |                                                   |                                                                        |                                                                                                                                                                                                                           |
| Failing to disclose existence of accepted offers, including offers with unresolved contingencies, to cooperating brokers.                                                                                                                                                                                                 | Article 3, supported by Standard of Practice 3-6  | 1st Citation \$500<br>2nd Citation \$1,000<br>3rd Citation \$3,500     | Completion of NAR Code of Ethics course or other course as determined by the Citation Panel within 30 days will be added to the 2nd and 3rd citations. Proof of completion must be provided. No CE credits for education. |
| Misrepresenting the availability of access to show or inspect a listed property.                                                                                                                                                                                                                                          | Article 3, supported by Standard of Practice 3-8  | 1st Citation \$500<br>2nd Citation \$1,000<br>3rd Citation \$3,500     | Completion of NAR Code of Ethics course or other course as determined by the Citation Panel within 30 days will be added to the 2nd and 3rd citations. Proof of completion must be provided. No CE credits for education. |
| Providing access to listed property on terms other than those established by the owner or the seller.                                                                                                                                                                                                                     | Article 3, supported by Standard of Practice 3-9  | 1st Citation \$5,000<br>2nd Citation \$10,000<br>3rd Citation \$15,000 | Completion of NAR Code of Ethics course or other course as determined by the Citation Panel within 30 days will be added to the 2nd and 3rd citations. Proof of completion must be provided. No CE credits for education. |

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| Article                                                                                                                                                                                                 | Applicable Article and Standard of Practice          | Fine                                                               | Ethics Training Required in Addition to Fine                                                                                                                                                                              |
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| <b>ARTICLE 4</b>                                                                                                                                                                                        |                                                      |                                                                    |                                                                                                                                                                                                                           |
| Failing to disclose REALTOR®'s present or contemplated interest in writing to all parties to the transaction.                                                                                           | Article 4                                            | 1st Citation \$500<br>2nd Citation \$1,000<br>3rd Citation \$3,500 | Completion of NAR Code of Ethics course or other course as determined by the Citation Panel within 30 days will be added to the 2nd and 3rd citations. Proof of completion must be provided. No CE credits for education. |
| <b>ARTICLE 6</b>                                                                                                                                                                                        |                                                      |                                                                    |                                                                                                                                                                                                                           |
| Accepting any compensation, rebate or profit on expenditures without client's knowledge or consent.                                                                                                     | Article 6 (first paragraph)                          | 1st Citation \$500<br>2nd Citation \$1,000<br>3rd Citation \$3,500 | Completion of NAR Code of Ethics course or other course as determined by the Citation Panel within 30 days will be added to the 2nd and 3rd citations. Proof of completion must be provided. No CE credits for education. |
| Failure to disclose to a client or customer REALTOR®'s financial benefits or fees received as a direct result of recommending real estate products or services, or receiving real estate referral fees. | Article 6 (second paragraph)                         | 1st Citation \$500<br>2nd Citation \$1,000<br>3rd Citation \$3,500 | Completion of NAR Code of Ethics course or other course as determined by the Citation Panel within 30 days will be added to the 2nd and 3rd citations. Proof of completion must be provided. No CE credits for education. |
| Failure to disclose REALTOR®'s direct interest in an organization or business entity when recommending to a client or customer that they use the services of that organization or business entity.      | Article 6, supported by Standard of Practice 6-1     | 1st Citation \$500<br>2nd Citation \$1,000<br>3rd Citation \$3,500 | Completion of NAR Code of Ethics course or other course as determined by the Citation Panel within 30 days will be added to the 2nd and 3rd citations. Proof of completion must be provided. No CE credits for education. |
| <b>ARTICLE 12</b>                                                                                                                                                                                       |                                                      |                                                                    |                                                                                                                                                                                                                           |
| Failing to present a true picture in real estate communications and advertising.                                                                                                                        | Article 12                                           | 1st Citation \$500<br>2nd Citation \$1,000<br>3rd Citation \$3,500 | Completion of NAR Code of Ethics course or other course as determined by the Citation Panel within 30 days will be added to the 2nd and 3rd citations. Proof of completion must be provided. No CE credits for education. |
| Failing to disclose status as real estate professional in advertising and other representations.                                                                                                        | Article 12                                           | 1st Citation \$500<br>2nd Citation \$1,000<br>3rd Citation \$3,500 | Completion of NAR Code of Ethics course or other course as determined by the Citation Panel within 30 days will be added to the 2nd and 3rd citations. Proof of completion must be provided. No CE credits for education. |
| Representing brokerage services to a client or customer as free or available at no cost when the REALTOR® receives compensation from any source for those services.                                     | Article 12 as supported by Standard of Practice 12-1 | 1st Citation \$500<br>2nd Citation \$1,000<br>3rd Citation \$3,500 | Completion of NAR Code of Ethics course or other course as determined by the Citation Panel within 30 days will be added to the 2nd and 3rd citations. Proof of completion must be provided. No CE credits for education. |
| Failure to exercise care and candor when communicating the terms and conditions of premiums, prizes, merchandise discounts or other inducements to list, sell, purchase or lease.                       | Article 12, supported by Standard of Practice 12-3   | 1st Citation \$500<br>2nd Citation \$1,000<br>3rd Citation \$3,500 | Completion of NAR Code of Ethics course or other course as determined by the Citation Panel within 30 days will be added to the 2nd and 3rd citations. Proof of completion must be provided. No CE credits for education. |
| Advertising property for sale/lease without authority of owner or listing broker.                                                                                                                       | Article 12, supported by Standard of Practice 12-4   | 1st Citation \$500<br>2nd Citation \$1,000<br>3rd Citation \$3,500 | Completion of NAR Code of Ethics course or other course as determined by the Citation Panel within 30 days will be added to the 2nd and 3rd citations. Proof of completion must be provided. No CE credits for education. |

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| <b>ARTICLE 12 (continued)</b>                                                                                                                                                                           |                                                     |                                                                    |                                                                                                                                                                                                                           |
| Failing to disclose name of firm in advertisement for listed property.                                                                                                                                  | Article 12, supported by Standard of Practice 12-5  | 1st Citation \$500<br>2nd Citation \$1,000<br>3rd Citation \$3,500 | Completion of NAR Code of Ethics course or other course as determined by the Citation Panel within 30 days will be added to the 2nd and 3rd citations. Proof of completion must be provided. No CE credits for education. |
| Failing to disclose status as both owner/ landlord and REALTOR® or licensee when advertising property in which REALTOR® has ownership interest.                                                         | Article 12, supported by Standard of Practice 12-6  | 1st Citation \$500<br>2nd Citation \$1,000<br>3rd Citation \$3,500 | Completion of NAR Code of Ethics course or other course as determined by the Citation Panel within 30 days will be added to the 2nd and 3rd citations. Proof of completion must be provided. No CE credits for education. |
| Falsely claiming to have “sold” property.                                                                                                                                                               | Article 12, supported by Standard of Practice 12-7  | 1st Citation \$500<br>2nd Citation \$1,000<br>3rd Citation \$3,500 | Completion of NAR Code of Ethics course or other course as determined by the Citation Panel within 30 days will be added to the 2nd and 3rd citations. Proof of completion must be provided. No CE credits for education. |
| Failure to take corrective action when it becomes apparent that information on a REALTOR®’s website is no longer current or accurate.                                                                   | Article 12, supported by Standard of Practice 12-8  | 1st Citation \$500<br>2nd Citation \$1,000<br>3rd Citation \$3,500 | Completion of NAR Code of Ethics course or other course as determined by the Citation Panel within 30 days will be added to the 2nd and 3rd citations. Proof of completion must be provided. No CE credits for education. |
| Failure to disclose firm name and state of licensure on REALTOR® firm website.                                                                                                                          | Article 12, supported by Standard of Practice 12-9  | 1st Citation \$500<br>2nd Citation \$1,000<br>3rd Citation \$3,500 | Completion of NAR Code of Ethics course or other course as determined by the Citation Panel within 30 days will be added to the 2nd and 3rd citations. Proof of completion must be provided. No CE credits for education. |
| Misleading consumers through deceptive framing, manipulating content, deceptively diverting internet traffic, presenting others’ content without attribution or permission, or using misleading images. | Article 12, supported by Standard of Practice 12-10 | 1st Citation \$500<br>2nd Citation \$1,000<br>3rd Citation \$3,500 | Completion of NAR Code of Ethics course or other course as determined by the Citation Panel within 30 days will be added to the 2nd and 3rd citations. Proof of completion must be provided. No CE credits for education. |
| Registering or using deceptive URL or domain names.                                                                                                                                                     | Article 12, supported by Standard of Practice 12-12 | 1st Citation \$500<br>2nd Citation \$1,000<br>3rd Citation \$3,500 | Completion of NAR Code of Ethics course or other course as determined by the Citation Panel within 30 days will be added to the 2nd and 3rd citations. Proof of completion must be provided. No CE credits for education. |
| Representing that the REALTOR® has a designation, certification or other credential they are not entitled to use.                                                                                       | Article 12, supported by Standard of Practice 12-13 | 1st Citation \$500<br>2nd Citation \$1,000<br>3rd Citation \$3,500 | Completion of NAR Code of Ethics course or other course as determined by the Citation Panel within 30 days will be added to the 2nd and 3rd citations. Proof of completion must be provided. No CE credits for education. |