



Agent-Direct Billing Q & A

Below are commonly asked questions and answers regarding Realcomp's Agent-Direct Billing service.

HOW DO I RECEIVE MY BILL?

Realcomp sends MLS invoices the first day of the month prior to the current billing quarter that are due the last working day of that month. The invoice generation dates will be adjusted depending on the days of the week these particular dates fall. Invoices are sent to each MLS subscriber directly via e-mail to the same e-mail address you have stored in the Realcomp *Online*® system. Subscribers are also notified daily via the "Notifications" section of the homepage beginning five (5) days prior to the due date of the invoice.

WHEN IS MY BILL DUE?

Below is a sample payment schedule for the 4th Quarter of 2006:

- September 1, 2006 - 4th Quarter 2006 MLS invoices are e-mailed to subscribers and mailed to subscribers that have no email address.
- September 25, 2006 - A message in the "Notification" section of the Realcomp *Online*® Homepage will appear for five (5) days prior to the invoice due date for unpaid subscribers.
- September 30, 2006 - 4th Quarter 2006 invoice due.
- As of October 11, 2006 - After a 10-day grace period, subscribers with unpaid MLS invoices will be suspended until payment is made.
- November 1, 2006 - Subscribing offices with unpaid MLS invoices may be suspended until payment is made by the Designated REALTOR®.

Payment for services is due on the last working day of the month prior to the current quarter. The following dates apply:

- 4th Quarter 2006 (October through December) – MLS invoice due September 30th
- 1st Quarter 2007 (January through March) – MLS invoice due December 31st
- 2nd Quarter 2007 (April through June) – MLS invoice due March 31st
- 3rd Quarter 2007 (July through September) – MLS invoice due June 30th
- 4th Quarter 2007 (October through December) – MLS invoice due September 30th

If your MLS bill is not paid by the due date, your services will be suspended until payment has been made. If an MLS participant does not pay their bill and is still a member of the office which holds their license, the responsible Broker of the office is responsible for paying the outstanding MLS agent bill by the end of the first month of the quarter. If the agent is still a member of the office after the first month of the quarter and has outstanding MLS fees that have not been paid by the responsible Broker or agent, service for the entire office may be suspended.

WHAT ARE MY PAYMENT OPTIONS?

- Payment online via credit card is the quickest and easiest way to pay your MLS invoice. To do so, login to Realcomp *Online*® and select "Agent" and "My Account" to access the online payment center. Realcomp accepts Visa, MasterCard, and Discover debit/credit cards. For security reasons, you will need to enter your credit card information into the system each time you pay your bill. For your protection, Realcomp does not store credit card information.
- No credit card information is accepted by Realcomp by fax or phone. You will need to enter this information into the MLS computer system directly. A tip sheet to help you with this process is available by visiting www.Realcomp.com and selecting "Support" and "Agent-Direct Billing".
- Check and cash payments are also accepted, but are less efficient since these payments cannot be posted to your account until they are received by Realcomp and processed.

HOW TO UPDATE YOUR E-MAIL ADDRESS IN REALCOMP ONLINE®

If you have not yet updated your e-mail address in Realcomp *Online*®, you can do so by following these steps: Click on the "Agent" and "My Information" menu items in Realcomp *Online*® and then scroll down to the bottom of the page to the "Web Information" section. You will see a field labeled "E-mail Address", which is where you will enter your information. Click on the "Save Information" button once you have entered your e-mail address.

IS THE ONLINE BILL-PAY SYSTEM SECURE?

Yes. Realcomp's bill payment system uses 128 bit Secure Socket Layer (SSL) encryption to protect your information during the online payment process. Secure Socket Layer (SSL) technology guarantees the security of your internet-based transactions by encrypting all data communications involved in the transaction. Realcomp uses only SSL certificates issued by Verisign, Inc., the world's leading authority on SSL security. For more information regarding Secure Socket Layer (SSL), please visit <http://www.verisign.com/products-services/security-services/ssl/index.html>.

WILL I RECEIVE A HARD COPY OF MY MLS INVOICE?

MLS subscribers with an e-mail address stored in Realcomp *Online*[®] will receive their invoice via e-mail only. MLS subscribers who do not have an e-mail address stored will receive a hard copy of the invoice in the mail. In addition, your Designated REALTOR[®] and/or Broker Owner will receive a master invoice for all of the MLS fees charged to their agents and office. **Additionally, you will be able to review any outstanding balance at anytime by logging into Realcomp *Online*[®] and choosing the "Agent" and My Account" menu items.**

OTHER IMPORTANT QUESTIONS AND ANSWERS...

- **How will I be notified if I incur MLS fines?** Realcomp will notify you daily via the "Notifications" section of the homepage on Realcomp *Online*[®]. Fine notices will display in this section for up to 14 days. Fine-related invoices will be generated monthly and will include all fines for that monthly period. Once you have paid any applicable fines, you will need to delete the notification message(s) to remove them from the homepage.
- **If I choose to terminate my multiple listing services at anytime during a billing period, will I receive a refund of any paid monies?** No. In the event that an agent terminates services with Realcomp, no refunds will be given.
- **If I choose to reinstate my multiple listing services, are there any additional fees involved?** Yes. Any previous outstanding amounts must be paid at that time. A reinstatement fee may also be charged.
- **Who should I call if I still have questions about Agent-Direct Billing?** If you have any questions about the above information, please contact Realcomp's Customer Care Department at our new TOLL FREE Customer Care Support Number at: **(866) 553-3430**.
- **Who should I call if I have questions about the charges appearing on my invoice?** Please contact Realcomp's Membership and Billing Department at our TOLL FREE Administration Number: **(866) 553-3003**.
- **VISIT WWW.REALCOMP.COM AND SELECT "SUPPORT" AND "AGENT-DIRECT BILLING" FOR MORE INFORMATION REGARDING AGENT-DIRECT BILLING.**

Broker/Designated REALTOR[®] Information

DO I STILL HAVE THE OPTION TO PAY FOR ALL OF MY AGENTS?

Designated REALTORS[®] and/or Broker Owners do have the option of continuing to pay the MLS fees for the entire office. However, each agent will continue to receive an MLS invoice. If you are a Designated REALTOR[®] and/or Broker Owner and you would like to continue handling MLS-related billing and collections for your agents, you can do so online. It will also be up to you to communicate this information to your agents and instruct them not to provide the payment. If services are terminated anytime during the billing period, no refunds will be issued.

BROKER/DESIGNATED REALTOR[®] PAYMENT SCHEDULE FOR 4TH QUARTER DUES

- September 30, 2006 - 4th Quarter 2006 agent invoices due.
- October 11, 2006 - After a 10-day grace period, subscribers with unpaid MLS invoices will be suspended until payment is made.
- October 12, 2006 - After the suspension, the DR will be notified of agents that have not paid their MLS fees letting them know that they have until October 25th to send the agents' licenses back to the state (DLEG Bureau of Commercial Services) or to a holding company. After October 25th, the DR is responsible for the fees for those agents who have not paid for the MLS fees.
- November 1, 2006 - Subscribing offices with unpaid MLS invoices may be suspended until payment is made by the DR.