



LOCAL  
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## Sentrilock Reciprocal Key Access Agreement Form

First Name	MI	Last Name	
Company Name	Phone#	Email	
Office Address	City	State	Zip Code

**Initial that you will comply:**

I have read, and I am familiar with the entire Lockbox and Keycard Rules and Regulations of the Coastal Association of REALTORS®, Inc., attached.

I will comply with National Association of REALTORS® requirements (as from time to time amended) for the access and use of the Key Box System.

<https://www.nar.realtor/sites/default/files/documents/2018-HMLP-v1.pdf>

I will notify each listing office or listing agent of my intention to enter the property through the use of the Key Box. This notification is to be prior to the actual entry unless the listing indicated the cooperating agent may access the property without prior notice to the listing agent or the listing office.

I will NOT ALLOW other agents or consumers to use my Smart Card or Login for the Sentrilock App. I acknowledge that this is a finable offense, with minimum fine of \$1,000.

By the signatures below, both the agent and Designated REALTOR®/Principal Broker/Manager hereby acknowledge and understand that it will be their responsibility to become familiar with and abide by the appropriate rules and regulations of the Sentrilock System provider.

Signature of Agent \_\_\_\_\_ Date \_\_\_\_\_

Signature of Designated REALTOR®/Principal Broker/Manager \_\_\_\_\_ Date \_\_\_\_\_

**This Portion Must be Completed by The Association/Board Office That Issued Card Prior to Submitting this Form for Approval:**

SentriCard Issued By (Association/Board): \_\_\_\_\_

SentriCard#: \_\_\_\_\_ NAR ID# (NRDS): \_\_\_\_\_

Real Estate/Appraiser License Verification:

Maryland# \_\_\_\_\_  Virginia# \_\_\_\_\_  Delaware# \_\_\_\_\_  Pennsylvania# \_\_\_\_\_

**Association Representative:**

Name/Signature \_\_\_\_\_ Organization \_\_\_\_\_ Date \_\_\_\_\_

**\*Please Note: This can take up to 48 hours to process**

**LOCKBOX AND KEYCARD RULES AND REGULATIONS  
COASTAL ASSOCIATION OF REALTORS®, INC.**

**Section I  
Authorized Users**

Any principal who holds REALTOR® membership in a local Board/Association of REALTORS®, whether located in Maryland or any other state or territory, and every nonprincipal broker, associate broker, salesperson or licensed or certified appraiser who is affiliated with such REALTOR®, shall be eligible to subscribe to and use the lockbox services of the Coastal Association of REALTORS®, Inc. (“CAR”) subject to their agreement to abide by the rules and regulations of CAR and to pay all required fees, fines and recurring costs in connection with their subscription to the lockbox services of CAR.

Any individual required or permitted by law, or by the established policies of the National Association of REALTORS®, as amended from time to time, to access and use the lockbox services of CAR without holding REALTOR® membership in a local Board/Association, shall be eligible to subscribe to and use the lockbox services of CAR without the requirement of holding REALTOR® membership in a local Board/Association of REALTORS®.

**Section II**

The following rules and regulations shall apply to all subscribers and users of the CAR lockbox services. Subscribers and authorized users of the lockbox services shall:

1. Access property solely in connection with his/her legally permitted normal and customary activities while acting as a real estate licensee or certified appraiser affiliated with a REALTOR® principal.

2. Use the Key Card only for the purpose of gaining authorized entry into real property upon which a system key box has been installed.
3. **Enter into real property from which a system key box has been installed only with the prior knowledge and/or expressed consent of the listing agent or listing office pursuant to paragraph 19 of these Rules and Regulations.**
4. Notify CAR, in writing within forty-eight (48) hours, of any change in his/her current company/office affiliation.
5. Adhere strictly to the terms and conditions of the Sentrilock Key Card Lease and Usage Agreement.
6. Pay all fees, charges, fines and recurring user fees as established from time to time by CAR when due.
7. Keep the Key Card in Key Card Holder's possession or in a safe place at all times and be accountable for the Key Card at all times.
8. Not allow his/her personal identification number (PIN) to be attached to the Key Card.
9. Not disclose his/her personal identification number (PIN) to any person.
10. Not loan the Key Card to any person, for any purpose whatsoever, or to permit the Key Card to be used for any purpose by any other person.
11. Not assign, transfer or pledge the Key Card or the license and use of the Key Card.
12. Not change or alter the Entry Codes through any other electronic lock box system provider. All changes to Entry Codes shall be made solely and exclusively by and through CAR.
13. Immediately notify CAR by telephone and in writing within twenty-four (24) hours, of the loss or theft of a Key Card and the circumstances surrounding such loss or theft.
14. Strictly adhere to the rules and regulations as may be adopted by CAR from time to time with respect to the Key Card or any other aspect of the system.

15. Promptly submit the Key Card to CAR for audit and/or inspection at a reasonable time at the CAR office upon request by CAR for such audit or inspection.
16. Not permit anyone other than the Key Card Holder himself/herself to use the Key Card or his/her PIN for any reason.
17. Attend an instructional meeting on the operation and use of the Key Card as required by CAR from time to time.
18. Pay all fees, fines and charges in connection with the use of the Key Card and the System, and to obtain the periodic revalidation Entry Code for his/her own Key Card.
19. **Comply with National Association of REALTORS® requirements (as from time to time amended) for the access and use of a Key Box System, including notification of each listing office or listing agent of the Key Card Holder's intention to enter the property through the use of the Key Box. This notification is to be prior to the actual entry unless the listing indicates the cooperating agent may access the property without prior notice to the listing agent or the listing office.** The Board of Directors of CAR shall have the right, in its sole and absolute discretion, to deactivate or refuse to sell, lease or activate any Key Card to any applicant or subscriber who has been or subsequently is arrested or convicted of a felony or misdemeanor crime (other than traffic misdemeanor offenses) in accordance with Section 7.31 of the NAR Handbook on Multiple Listing Policy, as amended from time to time.
20. Obtain the written authorization from the Owner(s) and/or tenants of the property prior to the installation or use of the Key Box on any property.
21. Comply fully with the terms and conditions of the Purchase Agreement by and between the Coastal Association of REALTORS®, Inc. with Sentrilock Products, Inc., as amended from time to time.
22. Notify CAR, in writing, promptly upon the arrest or conviction of subscriber or authorized user for any felony or misdemeanor crime (other than traffic misdemeanor offenses) and state the circumstances and details relating to such arrest or conviction.

### **Section III Fines and Penalties**

An authorized subscriber or user of the Lockbox System of CAR who violates any rules and regulations of CAR as set forth above, except for the payment of fees, shall be subject to the imposition of a fine or penalty for each violation in such amount not to exceed \$15,000 as established by the Board of Directors of CAR from time to time.

An authorized subscriber or user of the Lockbox System of CAR who is found to have violated the rules and regulations as herein set forth on more than two (2) occasions during a calendar year shall be subject to the automatic revocation of their rights and privileges to access and use the lockbox services of CAR.

Users shall be invoiced annually, 30 days in advance of the due date. Invoices considered 30 days past due shall incur a \$50.00 fine. All invoices considered 60 days past due shall incur a \$75.00 reinstatement fee in addition to the late fee.

An authorized subscriber or user of the Lockbox System of CAR shall pay a 10% late charge on all fees, charges, fines, recurring user fees and penalties which remain unpaid for ten (10) calendar days from the date of invoice or imposition of such fine or penalty. Service will be terminated without notice for fees, charges, fines, recurring user fees and penalties which remain unpaid for fifteen (15) calendar days from the date of invoice or imposition of such fine or penalty.

If a key card is loaned to a non-key holder, the key holder and the borrower, if they are a CAR member, will be fined \$500.00 each for the first occurrence. A second offense with the calendar year will carry a \$1,000.00 fine. The fine will not apply towards the purchase of a key card services. If the fine is not paid within 30 days, all services will be terminated, including Association privileges. A notice will be given to the Broker(s) of the key holder and the CAR borrower(s) involved.

Once a year all Brokers will receive a list of the key holders in their office and each office is to verify the accuracy of the list and return to the association the confirmed information and verify they have reviewed the policy with the licensees in their office.

Adopted by the Board of Directors of CAR on August 8, 2007

Amended by the Board of Directors of CAR January 2009

Amended by the Board of Directors of CAR September 2009

Amended by the Board of Directors of CAR April 2018



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## Sentrilock Complaint Form

- Sharing Sentrilock Card, PIN, or Username/Password with a Licensed Realtor®
- Sharing Sentrilock Card, PIN, or Username/Password with an Un-Licensed person
- Unauthorized entry into real property
- Access a Lockbox without prior consent of Listing Agent or Listing Office/Broker
- OTHER \_\_\_\_\_

(Complaint Against) Respondent Name \_\_\_\_\_

Respondent Company Name \_\_\_\_\_

Date and Time of Alleged Violation \_\_\_\_\_

### Sentrilock Fines and Penalties

An authorized subscriber or user of the Lockbox System of CAR who violates any rules and regulations of CAR shall be subject to the imposition of a fine or penalty for each violation in such amount **not to exceed \$15,000** as established by the Board of Directors of CAR from time to time.

An authorized subscriber or user of the Lockbox System of CAR who is found to have violated the rules and regulations as herein set forth on more than two (2) occasions during a calendar year shall be subject to the **automatic revocation** of their rights and privileges to access and use the lockbox services of CAR.

If it has been determined that a key card and/or username/password has been loaned to a non-key holder, **the key holder and the borrower (if the borrower is a CAR member)** will be fined **\$500.00 each** for the first occurrence. A second offense within the calendar year will carry a **\$1,000.00 fine**. The fine will not apply towards the purchase of key card services.

Non-payment of the fine within 30 days will result in termination of all services and Association privileges. A notice will be given to the Broker/Manager(s) of the key holder and the CAR member borrower(s) involved.

If you have any questions, please contact the CAR office at 410-641-4409. Required Information:

Your Name \_\_\_\_\_

Company Name \_\_\_\_\_

Telephone Number \_\_\_\_\_

\_\_\_\_\_  
Complainant Signature

\_\_\_\_\_  
Broker/Manager Signature