



Issuing SentiLock One-Time Codes to Real Estate Licensees

PAAR recommends that all agents check with their Managing Broker for their office's policy on distribution of one-time codes. Managing Brokers may want to consider the following, or something similar, for your Policy and Procedures Manual.

If a REALTOR® who is a member of PAAR or the MLS calls requesting a one-time code:

FYI ... Unless an emergency, one-time codes should not be necessary for members, all PAAR & MLS members are provided a SentiCard.

- Request the agent's NRDS number, office name and office phone number.
- Hang up with the REALTOR®, verify the member information at www.paarealtors.com (*see below for instructions) and call the showing agent's office phone number (also found there) and ask to be transferred to that agent or leave the code on that agent's voice mail. This ensures the REALTOR® is an active licensee within that office.
- Record REALTORS® information next to the one-time code on SentiLock website. This allows you to monitor listing showing activity.

* www.paarealtors.com / Member Services / Membership Rosters / REALTOR® & Affiliate Membership Directory

If a non-REALTOR® Illinois Licensee or a REALTOR® who is not a participant of PAAR calls requesting a one-time code:

- Request the agent fax or email you a copy of his/her Illinois Real Estate License or Pocket Card prior to providing the code.
- Record licensee's information next to the one-time code on the SentiLock website. This allows you to monitor listing showing activity.

Note: Offers of compensation and cooperation may need to be addressed since the Licensee is not a PAAR MLS Participant. Please check with your managing broker regarding office policy.

REMINDERS:

- **Lockboxes will not accept one-time codes if they are not registered to the property.**
- **Codes are NEVER to be given out to a member of the public.**
- **If a non-REALTOR® licensee is unable to provide a copy of his/her license or Pocket Card, DO NOT issue a one-time code.**
- **Never issue a one-time code to an unverified person.**
- **A \$1,000 does exist in the event an agent attaches PIN to the SentiCard, allows anyone else to use their card and/or gives a one-time code to a member of the public.**
- **All PAAR members should have a SentiCard; consider providing the one-time code and indicate a code will not be provided in the future, that they should contact PAAR for a Senticard.**