

1. It shall be the policy of the Company to provide the Real Estate Brokerage Relationships Form to all buyers and sellers that Affiliated Licensees have a substantive communication with, not just the buyers and sellers that Maine License Law and Rules require to be given Real Estate Brokerage Relationships Form.
2. It shall be the policy of the Company that all buyers and sellers shall be asked to sign the Real Estate Brokerage Relationships Form. If they refuse to sign or initial the form, the Affiliated Licensee shall note this on the form that is retained by the Company.
3. It shall be the Company policy that all Real Estate Brokerage Relationships Forms shall be filed daily in a Company file under the Affiliated Licensee's name or as stated in #4 below.
4. It shall be the Company policy that if the buyer or seller is under Brokerage Agreement all Real Estate Brokerage Relationships Forms shall be kept in their Company files.
5. These Real Estate Brokerage Relationships Forms shall be retained for a period of at least three years from date of presentation.

## **I. COMPANY POLICIES REGARDING CONFIDENTIAL INFORMATION**

Since the Company represents both buyers and sellers, the Company adopts the following policies to protect the confidential information of all the Company's clients:

1. It is Company policy that all Affiliated Licensees shall keep all confidential information confidential in accordance with all Maine Real Estate Licensee Laws and Rules, Maine Real Estate Commission Advisory Rulings, applicable Agency Law and Company policies and procedures.
2. All Affiliated Licensees may provide confidential information to the Company Designated Broker, or Designated Broker's designee, for the purpose of assistance in dealing with the client. The Designated Broker, or Designated Broker's designee, shall treat the information as confidential at all times.
3. The Affiliated Licensee is permitted to discuss the terms of an offer or contract with attorneys, lenders, appraisers, inspectors and others involved in the transaction necessary for the purpose of closing this transaction..
4. The Company shall maintain both confidential and public files for buyer and seller clients and customers. The confidential files shall contain brokerage agreements, Appointed Agent forms, Disclosed Dual Agency Consent Agreements, property disclosure forms, Real Estate Brokerage Relationships Forms, rejected offers, CMAs, personal information, purchase and sale agreements, copies of all written correspondence, marketing plans and pricing strategies, buyer cost sheets, seller net sheets, copies of rejected offers and counteroffers, and any other pertinent information of a public or confidential nature. The confidential files shall be maintained in a locked file cabinet. Only the Designated Broker, Secretary and Administrative Assistant shall have access to said files. The public files shall be maintained in a file cabinet that is available to all Affiliated Licensees. These files shall contain only public information such as property disclosure forms, deeds, plot plans, condo documents, promotional fliers, etc.
5. Affiliated Licensees may maintain files of their buyer and seller clients and customers. These files shall be kept in a locked drawer, or other equally secure place. After a closing, the Affiliated Licensee shall complete the Company file with all pertinent information about the client and/or transaction if it is not already in the file.
6. It is Company policy that when a property goes under contract, the fact that it is sale pending will be the only information that will be posted. All other information, except information that the buyer and seller have given written permission to reveal, shall remain confidential.
7. Affiliated Licensees shall not discuss or reveal any confidential information during office meetings, around the office, on caravans or any other location to anyone except to the client, Designated Broker and designee of the Designated Broker for assistance for the benefit of the client, unless otherwise allowed by Maine Real Estate License Law and Rules, or by written permission of the appropriate client(s).
8. Information that is received over the Company fax machine shall be read and removed by the Designated Broker, Administrative Assistant, or appropriate Affiliated Licensee who is at the fax machine when the fax arrives. The fax will then be distributed to the appropriate Affiliated Licensee for proper handling. All Affiliated Licensees should be at the fax

machine when confidential information is being faxed to them over the Company fax machine. Affiliated Licensees are not to take faxes from the Company fax machine unless the Affiliated Licensee is at the fax machine when the fax arrives for that Affiliated Licensee.

9. In order to limit the number of times confidential information is received on a Company fax machine, each Affiliated Licensee shall have his/her own fax email account or a fax machine at the Affiliated Licensee's residence. The phone number for either account shall be on each Affiliated Licensee's business card and in the MREIS roster. Affiliated Licensees shall ensure that all buyers, sellers and licensees fax all correspondence to the fax email account or the home fax number.
10. Affiliated Licensees shall go to a conference room, or other private area of the office to hold confidential conversations over the telephone.
11. The Affiliated Licensee shall meet with clients and customers in a private area in order that others will not overhear the conversation.
12. Confidential client information may be disclosed as allowed by Maine Real Estate License Law and Rules only.
13. Affiliated Licensees shall not take messages of a confidential nature for another Affiliated Licensee. If the caller wants to leave a message, the Affiliated Licensee shall inform the caller that the requested Affiliated Licensee is not in the office and have the caller leave a message in the Affiliated Licensee's voice mail.
14. All closed, expired or otherwise terminated files shall be placed in locked file cabinets for a period of at least six months. Only the Designated Broker, Bookkeeper and Administrative Assistant shall have access to said files.

## **J. LICENSED ADMINISTRATIVE ASSISTANTS AND BOOKKEEPERS**

It is the policy of this Company that all licensed Administrative Assistants and Bookkeepers shall not list or sell any property. The license is solely for the purpose of performing any assigned duties of the above positions and not for the listing or selling of real estate. All Administrative personnel whether licensed or not, shall not disclose any confidential information to anyone without the express permission of the Designated Broker/Designee.

## **ASSOCIATE MEMBER RULES AND REGULATIONS (B Brokers)**

### **Mission:**

- To provide an avenue for Town & Shore Partners to continue to be affiliated as Broker Associates with Town & Shore for a period of up to two years.
- A Broker Associate status is a privilege extended to former Town & Shore Partners, and in no way should it be injurious to Town & Shore Real Estate.

### **Eligibility:**

- A Partner must have been a Partner at Town & Shore Real Estate for 10 years before leaving the partnership and moving to Broker Associate status. Rare exceptions will be considered due to illness or other extenuating circumstances.
- A total of 15 Partners must be active in order for a Partner to leave the partnership and move to Broker Associate status.

### **General:**

- Broker Associate status will be limited to two (2) years before automatically transitioning to Referral status.
- The existing Broker Associates' two year parameter will begin January 1, 2020 and expire December 31, 2021.
- Once a Partner moves to Broker Associate status, he or she cannot regain Partner status.
- All referrals must go to Town & Shore Partners unless the referral is out of our listing/selling area.
- During the Broker Associate status, there will be no self-promotion allowed.
- Broker Associates will not be in the Group photo for Town & Shore.
- Advertising of Broker Associates' active listings is allowed; and, Broker Associates may participate in the Town & Shore Newsletter.
- Broker Associates will not refer to themselves as Owners or Partners, but simply by their designation of Broker or Associate Broker.