OFF-MLS LISTING COMPLIANCE PROCESS

1. An Off-MLS listing concern is reported to the Bright Accuracy & Policy Department.

2. The Bright Accuracy & Policy Department researches to validate the Off-MLS listing inquiry.

3. The listing is determined an Off-MLS issue.

- A courtesy notice is sent to the listing agent and their broker or manager about entering the listing into Bright MLS.
- Listing Agent enters the listing into the MLS by the following business day and the Off-MLS listing issue is resolved.
- If the listing agent does not enter the listing by the following business day, the Bright Accuracy & Policy Department will send a fine notification.

4. Listing agent enters the listing into Bright and follows the appeal process as specified in the Bright Rules and Regulations.

- The agent has 20 days to appeal the fine.
- An appeal form is submitted by the listing agent.
- The Bright Accuracy & Policy Department will review and respond to the appeal within two weeks.
- During the appeal review period, the fine is not charged to the agent's account.
- Based on criteria such as number of notices and previous appeal waivers, the Accuracy & Policy Department may approve to waive the fine.
- If the Accuracy & Policy Department is unable to waive the fine, the appeal may be reviewed by members of the Accuracy & Policy Committee.



For additional questions about this policy or to report a Off-MLS listing concern, email **OFFMLSLISTINGS@BrightMLS.com**.

bright MLS