

When there is a difference of opinion about which party was the procuring cause of a sale or lease or there exists some other dispute between REALTORS® as defined in Article 17 of the REALTOR® Code of Ethics, brokers are encouraged to attempt to reach an agreement before filing for arbitration. However, if this is not possible, NABOR offers, as a free professional member service, mediation and arbitration with trained, experienced mediators and arbitration panels.

When formulating a Request and Agreement to Arbitrate, please follow the instructions below:

- Complete, sign, and date the Request and Agreement to Arbitrate Form #A-1.
- Attach a written summary of what transpired leading up to your request.
- Attach other evidence (i.e. copies of listing/sales contracts, lease agreements, other pertinent material, etc.) that supports your request.
- Number the pages
- Do not use staples, office index tabs, professional binding, 3-ring binders, 2-sided copies, or the like when formulating your request.
- Black and white and/or color copies are acceptable.
- Email (Corie@NABOR.com) or U.S. Mail Certified Return Receipt is recommended if you wish confirmation of receipt.

Upon receipt of an arbitration request "Request and Agreement to Arbitrate" by NABOR, the following is the applicable procedure:

1. Mediation services will be offered to the disputants prior to the review of the arbitration request by the Grievance Committee except where any party requests the Grievance Committee's determination whether an arbitrable issue exists between the named parties and whether the parties would be required to mediate.
2. Your arbitration request will be forwarded to Grievance Committee for determination as to whether the issue is subject to arbitration, based solely on the information in the "Request and Agreement to Arbitrate" and any exhibits or supporting materials you provide.
3. After review by the Grievance Committee, if the matter is found to be arbitrable, the parties will then be required to mediate. NABOR offers trained mediators who thoroughly understand the real estate transaction process.
4. In the event that mediation is unsuccessful, the matter will then be forwarded for an arbitration hearing before the Professional Standards Committee.

For a more detailed overview of the process, please review the Arbitration Guidelines.

If you feel that a violation of the REALTOR® Code of Ethics may have occurred, an ethics complaint can be filed at the same time as your arbitration request. When an ethics complaint and arbitration request are filed at the same time and arise out of the same facts and circumstances, the arbitration procedures will take place first and the ethics procedures will follow the conclusion of the arbitration process.

Should you have any further questions regarding the Professional Standards process please feel free to contact me.

Sincerely,



Corie Chase, RCE, C2EX
Chief Administrative Officer