



LOCAL  
ACCURATE  
TRUSTED

## Sentrilock Complaint Form

Violation:

- 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 \_\_\_\_\_

*Please attach a description of the violation with this form.*

### 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 REALTOR®)** will be fined **\$1,000.00 each** for the first occurrence. A second offense within the calendar year will carry a **\$5,000.00 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