



Sentrilock Complaint Form

Please indicate which violation of the Lockbox and Key Card Rules and Regulations you are reporting:

- Sharing Sentrilock Card, PIN and/or mobile app access with a Licensed Realtor®
- Sharing Sentrilock Card, PIN and/or mobile app access with Un-Licensed person
- Unauthorized entry into real property
- Accessing a lockbox without prior consent of Listing Agent or Listing Office/Broker
- Other _____

Please indicate who you believe is in violation of the Sentrilock Rules and Regulations:

Lender of Key Card/mobile app access:

Borrower of Key Card/mobile app access:

Property address or MLS# (if applicable):

Please **attach** further information and written explanation regarding the alleged violation.

Sentrilock Rules and Regulations
Section III
Fines and Penalties

An authorized subscriber or user of the Lock Box System of CAR who violates any rules and regulations of CAR as set forth above, except for the payment of fees, shall be subject to the imposition of a fine or penalty for each violation in such amount **not to exceed \$5,000** as established by the Board of Directors of CAR from time to time.

An authorized subscriber or user of the Lock Box 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 a keycard is loaned to a non-key holder, **the key holder and the borrower**, if they are a CAR member, will be fined **\$175.00 each** for the first occurrence. A second offense with the calendar year will carry a **\$250.00 fine**. The fine will not apply towards the purchase of a key card services. If the fine is not paid within 30 days, all services will be terminated, including MLS and Association privileges. A notice will be given to the Broker(s) of the key holder and the CAR borrower(s) involved.

Respectfully submitted,

Complainant's Name: _____

Complainant's Signature: _____

Company Name: _____

Phone Number: _____

Email Address: _____

If you have any questions, please contact the CAR office at 410-641-4409.

The Lockbox Rules and Regulations can be found at www.coastalrealtors.org. You must log in as a "Member" to view Rules and Regulations.