

ADDENDUM A

SentriKey Lockbox Service

Section 1. Purpose & Participation

The SentriKey Lockbox Service is provided by the Williamsburg Multiple Listing Service, Inc. and SentriLock, LLC, an Ohio limited liability company. Every active Participant, Authorized Licensed User and/or Authorized Assistant of the WMLS shall be eligible to become a SentriKey user and have access to the SentriKey Lockbox Service via a SentriKey mobile application, subject to the execution of a Service Agreement as provided by the WMLS.

Section 2. General Usage

- 2.1 Access to the SentriKey Lockbox Service is not a requirement of the WMLS. However, the issuance of SentriKey credentials acknowledges that the SentriKey user has read, understands and agrees, as a condition of the Service Agreement (FORM 118), to be bound by the WMLS Rules and Regulations governing the operation of the SentriKey Lockbox Service.
- 2.2 A SentriKey user must be an active Participant, Authorized Licensed User and/or Assistant and an authorized user of the SentriKey Lockbox Service.
- 2.3 Lockboxes may not be placed on a property without written permission from the seller(s). This authority may be established in the listing contract or in a separate document created for that purpose (Example: "Lockbox Authorization" FORM 123). Individuals using the SentriKey Lockbox Service are not required to place a Lockbox on a listed property.
- 2.4 WMLS facilitated Lockboxes must be placed on those properties within the WMLS jurisdiction that have been listed by a WMLS Participant, as per the WMLS Rules and Regulations.
- 2.5 SentriKey users may not use the SentriKey mobile application to enter a property without first gaining permission from the listing office, the listing agent or following instructions as noted through the WMLS database.
- 2.6 Before leaving a property the SentriKey user shall make sure that the property is left secure and that the key(s) to the property is replaced in the Lockbox.
- 2.7 If a SentriKey user decides to no longer participate in the SentriKey Lockbox Service or no longer remains an active licensed sales associate or Assistant affiliated with a WMLS Participant, the SentriKey user is responsible for returning a completed "SentriKey Product Change Report" (FORM 121) within 5 business days, and fulfilling any other requirements as agreed upon in the Service Agreement. The SentriKey user is responsible for all equipment damages or replacements, if applicable.
- 2.8 A SentriKey user's personal identification number (PIN) shall not be disclosed by the SentriKey user to any third party.
- 2.9 Under no circumstances shall a lockbox shackle be cut without first contacting the WMLS for proper removal procedures. The Hardware Warranty for an item of Hardware (Lockboxes) shall be as defined in Section 3.6 (a) – (h) of the Sentrilock System Agreement between the WMLS, Inc. and Sentrilock, LLC.
- 2.10 If an owner of a Lockbox wishes to sell a purchased Lockbox(es) to a new owner, the owner shall verify with the WMLS that the proposed new owner is eligible to have said Lockbox(es). A "SentriKey Product Change Report" (FORM 121) shall be completed by the current Lockbox(es) owner and provided to the WMLS administrative office within 5 business days.

- 2.11 All WMLS Lockbox Owners must be a SentiKey user in order to manage and maintain Lockboxes in their ownership.

Section 3. Compliance With Rules

The following actions will be taken for non-compliance with the Rules & Regulations of the SentiKey Lockbox Service:

- 3.1 If a Lockbox is found on a property where the listing agent is not an authorized user of the SentiKey Lockbox Service, Lockbox Owner shall be fined \$50 for the first offense and \$100 for each offense thereafter.
- 3.2 If a SentiKey user enters any property without permission from the listing office, listing agent, or as per instructions defined in the WMLS database, the SentiKey user shall be fined \$50 for the first offense. For a second offense there shall be a \$100 fine and suspension of services for twenty (20) days. A SentiKey user's status will be re-evaluated by the WMLS Board of Directors for a third violation.
- 3.3 If a SentiKey user shares, loans, assigns or transfers SentiKey access to anyone, said SentiKey user shall be fined up to \$1,000 and receive a 10 day suspension of SentiKey privileges for the first offense; fined up to \$2,500 and receive a 30 day suspension of SentiKey privileges for a second offense. A SentiKey user's status will be re-evaluated by the WMLS Board of Directors for a third offense. Said SentiKey user shall be held liable for any expense incurred by the WMLS to re-establish the security of the SentiKey Lockbox Service.
- 3.4 If an electronic Lockbox is lost or stolen, it shall be immediately reported to the WMLS in writing. The SentiKey user shall pay to have the Lockbox replaced at a fee as established by the WMLS. If the original Lockbox is found it shall be immediately reported and returned to the WMLS and the following rules and procedures shall apply:
- a. If the Lockbox was originally purchased by the SentiKey user said Lockbox shall be reissued to the SentiKey user for a \$10 reissuance fee;
 - b. If a Lockbox is in good working order and an owner wishes to return the Lockbox to the WMLS the WMLS shall purchase the Lockbox for \$25;
 - c. If a Lockbox is in good working order and an owner wishes to transfer said Lockbox(s) to another authorized SentiKey Lockbox Service authorized user a "SentiLock Product Change Report" (Form 121) must be completed.

Any authorized SentiKey user or WMLS lockbox owner found in violation of this rule may be held liable for any expense incurred by the WMLS to re-establish security of the SentiKey Lockbox Service.

- 3.5 SentiKey users may appeal any fines and/or sanctions to the WMLS Board of Directors within 10 days of the notice of discipline.

Section 4. Violations of the Rules and Regulations

- 4.1 Disciplinary action may be taken for any violations of the Rules and Regulations of the SentiKey Lockbox Service and are not limited to the fines and sanctions stated herein.
- 4.2 Disciplinary action for violations of these Rules and Regulations may be waived on a case-by-case basis by the WMLS Board of Directors.

Section 5. Fees and Charges

- 5.1 Qualified WMLS active Participants, Authorized Licensed Users and/or Assistants shall pay the first quarter's SentiLock Service Agreement amount (system fee) in full, or the pro-ration thereof, whichever is applicable, upon executing the Agreement (Form 118), and a recurring invoice each quarter thereafter. A

new Service Agreement may be required annually.

- 5.2 SentiKey users who fail to pay all WMLS fees, outstanding fines, and/or service charges in full by the date due shall incur \$25 & 2% late fee. After an account is more than 30 days past due access to the SentiKey Lockbox Service will be inactivated and a \$50 re-issuance fee will apply to re-activate.
- 5.3 Qualified WMLS active Participants, Authorized Licensed Users and/or Assistants wishing to access the SentiKey Lockbox Service after the initial installation period shall pay a \$50 Issuance Fee in addition to the first quarter's system fee, or the pro-ratio thereof, whichever is applicable.
- 5.4 An annual audit and review of SentiKey users, Lockboxes and Service Agreements may be conducted. SentiLock Products will be inactivated for failure to supply all requested information and/or paperwork.
- 5.5 Lockboxes may be purchased by full service WMLS Participants and their authorized licensed agents, who are SentiKey users, during the term of the Service Agreement at a cost as established by the WMLS, plus any applicable taxes.
- 5.6 Any administrative fees and/or fines collected shall be placed in an allocated account in the general operating fund of the WMLS, Inc.
- 5.7 There shall be a \$10 processing fee assessed to a Lockbox Holder for programming a Lockbox for "Call Before Showing" (CBS).
- 5.8 There shall be a \$10 processing fee assessed to a Lockbox Holder for deactivating a "Call Before Showing" (CBS) program from a Lockbox.
- 5.9 There shall be a \$10 processing fee assessed to a Lockbox Holder for customizing a time access in a Lockbox.
- 5.10 There shall be a \$10 processing fee assessed to a Lockbox Holder for deactivating a customized time access from a Lockbox.
- 5.11 All quarterly SentiKey user fees and any other sums payable by the SentiKey user are non-refundable.

Section 6. WMLS Affiliate Services Participants

WMLS Affiliate Services Participants and any additional Representatives affiliated with said Affiliate Service Participants may access the SentiKey Lockbox Service provided a Service Agreement (Form 118) is signed by the SentiKey user and a principal, partner or corporate officer of the SentiKey user's firm, and that the parties involved agree to abide by the Electronic Lockbox System Rules and Regulations. NOTE: WMLS Affiliate Services Participants may not purchase Lockboxes.

Section 7. Amendments to the WMLS SentiKey Lockbox Service Rules and Regulations

The WMLS SentiKey Lockbox Service Rules and Regulations are subject to amendments and changes upon final approval of the WMLS Board of Directors.