

## MEMBER FAQs

### **Q. How long are my Realtor® dues valid?**

**A.** Realtor® dues are valid for one calendar year (January 1 through December 31). However, dues for the next fiscal year are payable by October 31, per RANWW bylaws. Since RANWW collects dues not only for this Association but also for the state and national associations (WRA and NAR), this allows time for the distribution of dues to those other entities without a disruption in member services.

### **Q. When will I receive next year's Realtor® dues statements?**

**A.** Dues invoices for the next calendar are *mailed to the broker* in mid-September. If you have not received your dues statement by September 30 contact your broker or the RANWW office.

### **Q. Can I pay my Realtor® dues in installments?**

**A.** Realtor® dues must be paid in full to RANWW, either with cash, check, money order. Renewing agents (not new members) may pay dues by credit card (MasterCard or Visa only) online at [realtor.org](http://realtor.org).

### **Q. I can't continue in real estate. Are my dues refundable?**

**A.** Realtor® dues are non-refundable.

### **Q. If I join the RANWW, can I get a ReaderKey?**

**A.** You are welcome to join the RANWW. However, ReaderKeys are a privilege of the MLS and are only available to MLS participants and subscribers.

### **Q. How do I get additional lockboxes?**

**A.** RediSafe lockboxes are only issued to brokers and additional boxes must be secured from them. The number of lockboxes assigned to each broker is determined by the firm's active and pended Residential and Multi-Family listings in the MLS, *plus* one box for each agent leasing a ReaderKey.

### **Q. If I join RANWW, do I have access to NW WI MLS?**

**A.** You have access to the MLS only if you place your license with a broker who is a participant.

### **Q. Can I bring my membership application and/or ReaderKey agreement directly to the RANWW office for processing?**

**A.** Phoning the RANWW office **ahead of time** expedites the application process. Agents should **complete all appropriate applications** (*membership, ReaderKey, MLS, etc*) **and forms with a copy of their license before arriving** at the RANWW office. Application forms, copy of real estate license, ReaderKey license agreements and fees may also be mailed to RANWW, 1903 Keith St, Eau Claire, WI 54701.

### **Q. As a new member, do I have to attend Orientation?**

**A.** Unless new agents have completed Orientation at another Association within the last year, they must attend a New Member Orientation, per RANWW bylaws. Returning members must attend Orientation if they have been a non-member for more than one year.

### **Q. Will I have immediate access to the MLS?**

**A.** **Current licensees** (holds valid license) who are members of a Realtor® Association will have immediate access. **New licensees** who have just submitted application to the DRL will have MLS

access withheld until the license is *active on the DRL website*. Per NAR's dues formula, brokers will be billed based on the number of agents licensed with their company for any non-Realtor® member. If the new agent is a **non-Realtor** (not affiliated with a Realtor® Association) the broker must pay the sales assessment fees before MLS access is granted.

**Q. How do I change my contact information with the DRL, RANWW, WRA, NAR, Lockboxes, BookAShowing, or other appropriate entities?**

**A.** Any necessary changes to you license or business entity must be communicated directly to the DRL. Changes in your Association or MLS contact information can be communicated directly to RANWW. RANWW will then forward any changes to other appropriate entities (WRA, NAR, Lockboxes, etc).

**Q. How do I terminate my sales agent license with my company?**

**A.** After you complete the DRL Termination of Employment form, fax a copy of the termination to 1) the DRL and 2) the RANWW office. RANWW will handle termination in local, state and national associations, and the MLS, if applicable. The DRL will handle the termination of your real estate license with your broker.