

### RELUCTANT TO FILE ETHICS COMPLAINTS BECAUSE THE PROCESS IS TIME CONSUMING?

Our Ethics Citation Program allows REALTORS® to address ethical violations without a full adversarial hearing.

The HBR Citation Panel reviews complaints and issues a Citation, similar to a traffic ticket with limited sanctions.

### WHAT YOU NEED TO KNOW ABOUT THE ETHICS CITATION PROGRAM:

- FOR COMPLAINANTS:** Less time and confrontation while preserving the interests of justice and professionalism
- FOR RESPONDENTS:** Avoid a full process hearing unless one is requested
- Sanction levels are known in advance (and limited)
- Limited confidentiality
- Duplicate Citations for the same event and/or conduct are not allowed
- Complaints must meet the 180-day filing period (from end of transaction or discovery)
- No more than two (2) Citations will be issued to a member within a consecutive 12-month period
- Program currently limited to misconduct under Articles 1, 3, 12 & 14 of the REALTOR® Code of Ethics

### TO FILE A COMPLAINT

Obtain the appropriate program complaint forms:

*HBR MEMBERS ONLY:*

↓ DOWNLOAD FORM AT  
[members.hicentral.com](https://members.hicentral.com)

– OR –

CONTACT PROFESSIONAL STANDARDS

✉ [rochelle.roberto@hicentral.com](mailto:rochelle.roberto@hicentral.com)

### QUESTIONS?

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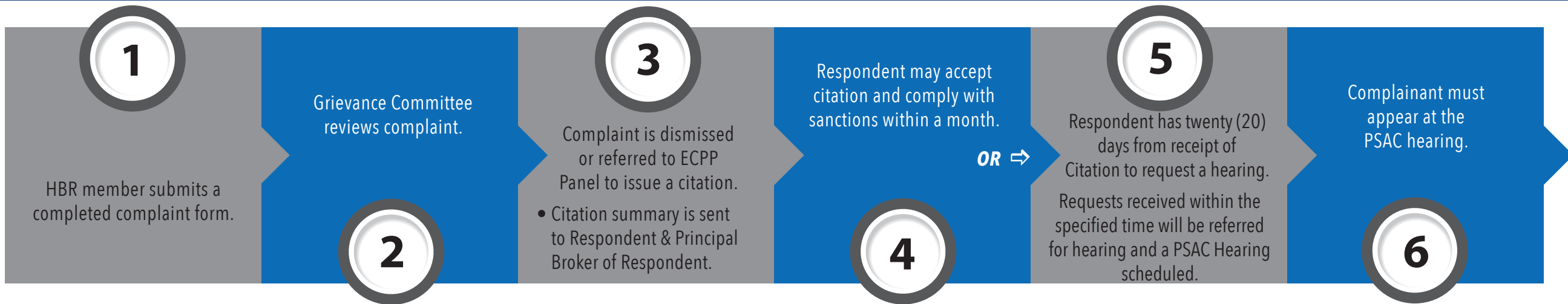
Honolulu Board  
of REALTORS®

## ETHICS CITATION PROGRAM

A streamlined process to deal  
with ethics violations  
and increase professionalism  
among members.



## HOW THE CITATION PROGRAM WORKS



**ELIGIBLE CODE OF ETHICS VIOLATIONS:** Ethics Citation Program cannot cite violations based on Articles or Standards of Practice other than those outlined in this policy, cannot impose fines in excess of those in the policy, and cannot be utilized more frequently than provided in this policy.

<b>ARTICLE 1-7: Listing broker</b> fails to provide, as soon as practical: 1) written affirmation that offer was presented, or 2) written notification that seller/landlord waived the obligation to have the offer presented, upon written request of a cooperating broker submitting an offer.	<b>FIRST OFFENSE:</b> \$250 fine & Class <b>SECOND OFFENSE:</b> \$500 & Class
<b>ARTICLE 1-8: Buyer's/tenant's broker</b> fails to provide, as soon as practical 1) written affirmation to listing broker stating counteroffer has been submitted to the buyers/tenants, or 2) written notification that buyers/tenants waived the obligation to have the counter-offer presented.	<b>FIRST OFFENSE:</b> \$250 fine & Class <b>SECOND OFFENSE:</b> \$500 & Class
<b>ARTICLE 1-16:</b> Accessing or using, or allowing others to access use, a property managed or listed on terms other than those authorized by the owner or seller.	<b>FIRST OFFENSE:</b> \$1000 fine & Class <b>SECOND OFFENSE:</b> \$2000 & Class
<b>ARTICLE 3-9:</b> Providing access to listed property on terms other than those established by the owner or listing broker.	<b>FIRST OFFENSE:</b> \$1000 fine & Class <b>SECOND OFFENSE:</b> \$2000 & Class
<b>ARTICLE 12-4:</b> Advertising property for sale/lease without authority of owner or listing broker.	<b>FIRST OFFENSE:</b> \$250 fine & Class <b>SECOND OFFENSE:</b> \$500 & Class
<b>ARTICLE 12-5:</b> Failing to disclose name of firm in advertisement for listing property.	<b>FIRST OFFENSE:</b> \$250 fine & Class <b>SECOND OFFENSE:</b> \$500 & Class
<b>ARTICLE 12-6:</b> Failing to disclose status as both owner/landlord and REALTOR® or licensee when advertising property in which REALTOR® has ownership interest.	<b>FIRST OFFENSE:</b> \$250 fine & Class <b>SECOND OFFENSE:</b> \$500 & Class
<b>ARTICLE 12-10:</b> Misleading consumers through deceptive framing, manipulating content, deceptively diverting Internet traffic, or presenting other's content without attribution or permission.	<b>FIRST OFFENSE:</b> \$500 fine & Class <b>SECOND OFFENSE:</b> \$1000 and Class
<b>ARTICLE 12-12:</b> Misleading consumers through deceptive framing, manipulating content, deceptively diverting Internet traffic, registering or using of deceptive URL or domain name.	<b>FIRST OFFENSE:</b> \$500 fine & Class <b>SECOND OFFENSE:</b> \$1000 & Class
<b>ARTICLE 14 (SOP 1-4):</b> Failing to cooperate in a professional standards proceeding or investigation in circumstances when cooperation has been demanded by the association and association has advised REALTOR® that the failure to cooperate could result in an allegation of a violation of Article 14. This can include a failure to disclose all pertinent information to the appropriate authority.	<b>FIRST OFFENSE:</b> \$1000 fine & Class <b>SECOND OFFENSE:</b> \$2000 & Class