



PROCURING CAUSE

For Brokers & Office Managers

THE SCENARIO

- A buyer comes to your agent to write an offer on a property;
- Your agent writes the offer, successfully gets the offer accepted and closes the transaction.
- All is well, right?

THE PROBLEM

- What if thirty days later you/your agent receive an Arbitration complaint from the Association signed by another agent claiming you/your agent owes them the commission -
- You have a procuring cause problem!



THE RULE

- MLS rule 7.13 states in part that "... The broker participant's contractual offer of compensation is accepted by the selling broker <u>by procuring a buyer</u> which ultimately results in the creation of a sales or lease contract..."
- Entitlement to compensation is determined by the cooperating broker's performance as a procuring cause of the sale or lease.
- The listing agent must pay the "procuring cause" agent the commission offered in MLS.

WHAT IS PROCURING CAUSE?

- Procuring cause is in fact the interplay of factors which together demonstrate that the unbroken efforts of a specific broker were responsible for the buyer making the decision to consummate the sale on terms which the seller found acceptable.
- Procuring cause is a factors test that doesn't necessarily have one triggering event that will give a sure result.

IN OTHER WORDS...

- A broker is regarded as the "procuring cause" of a sale or the "inducing cause", so as to be entitled to commission if his or her efforts are the foundation on which negotiations resulting in a sale begin.
- Or... the sale would not have occurred but for the broker's efforts.

THE ISSUE

- The agent that procured the buyer is the agent entitled to the commission.
- Which may or may not be the agent that wrote the offer, presented the offer or closed the transaction.
- The agent that procured the buyer is known as the "procuring cause" of the transaction.

FACTORS THAT MUST BE ANALYZED

- When and how was the original introduction of the buyer to the property made?
- Did the original introduction start an uninterrupted series of events leading to the sale?
- Did the broker/salesperson who made the original introduction maintain contact with the buyers?

MORE FACTORS

- Did the broker/salesperson engage in conduct that prompted the buyer to look elsewhere for assistance?
- Was the introduction of a second broker an intrusion into the transaction or the result of estrangement or abandonment by the original broker?
- Did the cooperating broker initiate a separate series of events, not dependent on the original broker's/salesperson's efforts, that led to the successful transaction?

INTHEREAL WORLD WE DEAL WITH...

- Sophisticated & knowledgeable buyers
- Low inventory and desperate buyers
- No consequences for buyers that manipulate agents
- Desperate agents willing to gamble on procuring cause arbitrations

MYTHS BUSTED

- If buyer "fires" agent- new agent can take over
- Buyer can choose who they want to represent them in purchase
- Prior clients are protected
- Agency disclosures protect buyer relationship
- Relationships with all buyers are protected by **Article 16**.

ADVICE FOR YOUR AGENTS

Avoiding Procuring Cause Disputes

LOOK FOR RED FLAGS

- Request to write offer on property agent did not introduce.
- Prospect's detailed knowledge of the property or seller's circumstances.
- Request to write offer on property with commission kick-back





BE WARY

- What went on with that buyer and other agents before you met them?
- Are you willing to take the chance?
- Can you afford to work for free?

DON'T IGNORE REALITY

Ignoring the situation could lead to working on a transaction and not getting paid.





ASK QUESTIONS

- Always ask a prospective buyer whether he or she is working with another broker.
- Explore whether the first broker has an exclusive contractual agreement.

IF BUYER KNOWS TOO MUCH

- Find out how they learned of the property.
- Have they been inside already?
- If so, with whom and what were the circumstances?





HANDLE IT LIKE A PRO

- If client has been working with another broker on the same property...
- Ascertain the reason why the client left the first broker
- Make immediate contact with the broker and try to resolve the issue.

OR ELSE

- You may close the transaction and get paid and then have an Arbitration panel decide that the other agent was the procuring cause....
- · AND you owe the money to the other agent....
- · Including the amount you rebated to the buyer!
- But you still have the risk for the transaction.



- Never send your buyer client to other brokers with instructions to come back when the buyer is ready to write the offer.
- Try to accompany your clients to open houses
- By not accompanying them, you take the risk that this explanation may not occur.



FOR SURE

- Stay in close contact with your client
- Be responsive while working with prospects
- Stay informed and be proactive



ADDITIONAL INSURANCE

Use <u>Exclusive</u>
 Representation
 Agreement with buyer

WHEN ALL ELSE FAILS

- When agents have a disagreement usually the agent without the commission will file the <u>Arbitration</u> complaint
- A Professional Standards panel will determine who is the "procuring cause" and therefore the one entitled to the commission.

REMEMBER

• As members of the MLS and the Association, we have all agreed in advance to have any disputes over commissions be decided by a Professional Standards panel and to abide by that decision.

THE WAY IT WORKS

- It's rare for a Professional Standards panel to split the commission.
- More common for the panel to award the entire commission to the agent that has met the burden of proof.
- Parties can make any split arrangement they mutually decide on their own, or through a mediation process prior to going to arbitration.

IF IT HAPPENS TO YOU

• You must file your complaint for Arbitration within the statute of 180 days from the close of escrow or after the "facts of the matter could have been known in the exercise of reasonable diligence, whichever is later."

RESOURCES

- CAR has a legal brief on Procuring Cause Guidelines
- CAR > Legal > All Legal Q & A's > By Title > Procuring Cause

THE WAY IT IS

• When you meet a Buyer at an open house or as an up call, there are perils that could jeopardize your commission if you fail to heed the warning to ASK enough of the right questions and protect your commission with Exclusive Buyer Broker Representation Agreements

Remember...

It's not the squirrel that gathers the nuts...



... but the one that shakes the tree...



...who is entitled to be paid!

From the Arkansas Supreme Court

WHO IS ENTITLED TO THE COMMISSION?

ARBITRATION

A member's duty & privilege

THE DUTY TO ARBITRATE: CODE OF ETHICS

Code of Ethics Article 17: In the event of contractual disputes or specific non-contractual disputes as defined in Standard of Practice 17-4 between REALTORS® (principals) associated with different firms, arising out of their relationship as REALTORS®, the REALTORS® shall mediate the dispute if the Board requires its members to mediate. If the dispute is not resolved through mediation, or if mediation is not required, REALTORS® shall submit the dispute to arbitration in accordance with the policies of the Board rather than litigate the matter.

THE DUTY TO ARBITRATE: MLS

• 16.1 Mandatory Arbitration. By becoming and remaining a Participant or Subscriber in the MLS, each Participant and Subscriber agrees to submit disputes arising out of the real estate business which also arises out of, or is in conjunction with, any listing filed with the MLS or any appraisal, to binding arbitration with any other Participant or Subscriber of this MLS, or Participants or Subscribers of any other MLS who are authorized to have access to this MLS under Section 6 of these rules...

DISPUTES BETWEEN DIFFERENT OFFICES IN SAME ASSOCIATION

• If a member files for arbitration of a dispute involving his or her responsible broker (but not between the member and the responsible broker), the responsible broker with whom the member was associated at the time the dispute arose must join in the complaint.

MEMBERS OF DIFFERENT ASSOCIATIONS

- If dispute is between offices/brokers from different Associations, the dispute will be heard under C.A.R. Interboard Arbitration rules.
- Arbitration heard at neutral association with interboard arbitrators from different associations

DISPUTES BETWEEN SALESPERSON & BROKER

- Commission disputes between agent & responsible broker are heard at the Association.
- Panel members will be both brokers and agents

DISPUTES IN SAME OFFICE

• Members are not bound to arbitrate disputes between members of the same firm if the dispute arises when the members are affiliated with the same firm unless each such party agrees in writing to the arbitration of such dispute(s) under the Association's facilities.

COOPERATING AGENTS

- From MLS and reciprocal MLS systems required to arbitrate
- Licensee (non-REALTOR® & non-MLS) i.e. lender, relative with broker license, etc.- no requirement to arbitrate
 - Use Cooperating Broker Compensation Agreement (CBC) to bind agent to arbitration
 - If no agreement to arbitrate exists and another agent files arbitration complaint for procuring cause- <u>can file against listing agent.</u>
 - If listing agent is named as Respondent, will be able to file complaint against cooperating agent only with CBC form.

FILING AN ARBITRATION COMPLAINT

- Must be filed within 180 days from close of escrow or after the facts constituting the arbitrable matter could have been known in the exercise of reasonable diligence, whichever is later.
- Form is completed & emailed to Association
- Complainant(s) decide who to name as Respondent(s)
- Arbitration fee is \$700
- Broker must join complaint for agent's dispute against another broker/office
- Opportunity to challenge hearing panelists
- Date is selected
- Will be offered mediation prior to arbitration

MEDIATION OPTION

- Informal mediation conference for parties to discuss what happened.
- Parties have full range of resolution options
- Agreements are voluntary
- If parties voluntarily come to agreement the Association returns \$500 of arbitration fee (Mediation fee= \$200)
- Voluntary agreements once signed are binding
- Parties retain the right to complete the arbitration process

COMPARISON

Mediation	Arbitration
Low-cost	Moderate cost
Little delay	Moderate delay
Maximum range – solutions	Win or lose
Parties control outcome	Arbitrators control outcome
Uncertain closure* -because any agreement must be voluntary	Definite closure*- because outcome will be determined by panel.
Maintain/improve relationship	May harm relationship

MEDIATION IS THE PREFERRED DISPUTE RESOLUTION SYSTEM OF THE NATIONAL ASSOCIATION OF REALTORS®

ETHICS & ARBITRATION

- When both an ethics complaint issue and arbitration dispute is filed at same time the arbitration dispute is heard first
- Ethics complaint will be heard after by different panel
- Parties are offered mediation; both ethics & arbitration may be mediated together
- Respondent in violation of COE/MLS may still be entitled to arbitration if determined to be "procuring cause"

ARBITRATION HEARING

- May be represented by legal counsel
- Each party presents evidence and testimony
- Parties ask questions of each other
- Panel asks questions of parties
- Parties are dismissed

- Panel deliberates the evidence & testimony to determine who is considered procuring cause
- Decision is emailed to parties
- Parties have 20 days to challenge for due process only
- Arbitration award can be petitioned in court for judgment to enforce payment
- Association has new "show cause" process to assist in collection

ARTICLE 16

Interference with Exclusive Agency Relationships

ARTICLE 16

• REALTORS® shall not engage in any practice or take any action inconsistent with exclusive representation or exclusive brokerage relationship agreements that other REALTORS® have with clients.

MUST HAVE EXCLUSIVE AGREEMENT FOR ARTICLE 16 INTERFERENCE VIOLATION

EXCLUSIVE AGREEMENTS

- Exclusive listing agreement
- Exclusive buyer broker agreements

BUT EVEN WITHOUT "INTERFERENCE" VIOLATION - STILL MAY HAVE CLAIM FOR PROCURING CAUSE.

WHO IS ENTITLED TO THE COMMISSION?

SCENARIO #1

- Ben & Betty Buyer called the agent that had farmed their area for years, they were ready to buy a house.
- Susie Broker showed them several houses on Saturday and they fell in love with one house and discussed a price to offer and asked Susie to write the offer to present on Monday night- which she did;
- They arranged to meet on Sunday evening to sign it.

- Meanwhile, on Sunday afternoon, Ben & Betty went to the open house at the property and met the listing agent, Ted Agent-
- Ted was very friendly and told them how busy open house had been and how he was expecting at least ten offers on the property and that they would have a better chance to get the property if he wrote the offer since the Sellers would rely on his recommendation
- · Plus he would give them 1% in commission credit.

- Not wanting to take any chances on losing this house- Betty called Susie Broker and told her "they wanted to think about the purchase and they would call her when they were ready."
- Ben & Betty then asked Ted Agent to write the offer for the same amount of Susie's offer, which was accepted.
- Ted collected the commission at close of escrow and thirty days later received an arbitration complaint from Susie Broker claiming she was the procuring cause.

WHO IS ENTITLED TO THE COMMISSION?

- Simple example of a chain of events that most likely would have resulted in a closed transaction and a commission to Susie Broker if Ted Agent had not interfered.
- Most likely the panel would determine that Susie Broker was the procuring cause.
- · But in real transactions, the facts are usually not as clearly defined, such as in this next example

SCENARIO #2

- Betty & Ben Buyer were the typical modern buyers, they had met with a lender to get pre-approved and then went online to find a list of available properties.
- They went out to see the open houses on the weekend. They saw one on the weekend they liked and on Monday they called a broker that sent flyers to their area to talk about buying that property.

- Susie Broker set up a time to show the house and several others. Betty and Ben were still interested in the one house and asked Susie Broker to write an offer.
- Susie Broker provided them with local school information and did a comparable search and showed the data to the Betty and Ben Buyer and they decided to write an offer over asking price.
- There were several buyers that also liked the same house, and with multiple offers, the house sold to another buyer way over asking price.

- Ben & Betty Buyer were so disappointed to have lost out on their dream house. Susie advised them to move on another house would come along.
- Susie Broker continued to show other houses to them, but none of them met their needs, and they also continued to go online to find houses but after three weeks they were discouraged.
- They were talking with some friends and they told them about the dream house that they lost out on. Their friends referred them to an agent they had worked with and Betty called her right away.

- Mary Agent asked about their recent experience and they indicated they were unhappy about losing on the multiple offer because that house was perfect for them and Susie Broker just wasn't showing them anything they liked as well.
- Mary Agent explained that sometimes escrows don't close for one reason or the other, and she offered to contact the listing agent and find out how the escrow was going.
- Mary called later that night and said the listing agent indicated that there were some issues with the buyers and the Sellers would welcome a back up offer.
- Mary made an appointment with Ben & Betty for the next night and wrote an offer over list price and delivered it to the listing agent.

- Susie Broker called a few times during this period to show other houses but Betty never called her back.
- Three days after writing the back up offer, Mary called to say the original buyers had backed out of the transaction and their offer was now in primary position, they were just thirty days away from owning their dream home.
- · They closed escrow and moved into their home and lived happily after...
- Mary collected her commission at the close of escrow and was busy with new clients when she received an arbitration complaint from Susie Broker claiming she was the procuring cause.

WHO IS ENTITLED TO THE COMMISSION?

- Analyzing the testimony presented, the professional standards committee looked for a chain of events that most likely would have resulted in a closed transaction and a commission if it had not been interfered with.
- Can you determine where the chain of events regarding this property began?
- · Was the chain interfered with- or did it break?
- · Would the situation be different if Susie Broker had told Betty & Ben Buyer about the house herself?
- · Who was procuring cause- and therefore entitled to the commission?

- In the first example, the panel would most likely find the intro broker, Susie Broker, the procuring cause because of the interference of the closing broker, who also happened to be the listing agent...
- In the second example, the panel would most likely find the closing broker, Mary Agent, the procuring cause since Susie's chain of events specific to the subject property had already been broken before Mary began working with the Buyers.

A WORD TO THE WISE...

· When dealing with unfamiliar buyers who already have a history with a property:

Make sure to ask the right questions before you proceed to determine if you would be interfering with an ongoing chain of events to protect yourself against future claims of procuring cause. BUT.....

Don't buyers have the right to choose who they want to represent them?

KEEP IT STRAIGHT!

Agency representation and compensation are two different things!

CALIFORNIA ASSOCIATION OF REALTORS* BUYER REPRESENTATION AGREEMENT - EXCLUSIVE (C.A.R. Form BRE, Revised 4/13)

grants	1. EXCLUSIVE RIGHT TO REPRESENT: John Doe	("Buyer")
(ii) completion of a resulting transaction, whichever occurs first ("Representation Period"), the exclusive and inrevocable right, on the term specified in this Agreement, to represent Buyer in acquiring real property or a manufactured home as follows: A. PROPERTY TO BE ACQUIRED: (1) Any purchase, lease or other acquisition of any real property or manufactured home described as Location: Other: Price range: \$ OR 20 The following specified properties only: 123 Main Street, Pleasantville CA OR 3) Only the properties identified on the attached list. B. Broker agrees to exercise due diligence and reasonable efforts to fulfill the following authorizations and obligations. C. Broker will perform its obligations under this Agreement through the individual signing for Broker below or another real estate licensee assigned by Broker, who is either Broker individual yor an associate-licensee an individual incesed as a real estate salesperson or Broker who works under Broker's real estate licensee). Buyer agrees that Broker's duties are limited by the terms of this Agreement, including those limitations set forth in paragraphs 5 and 6. A. ACBICLOSURE: United the property described in paragraph 1 is 5 or more residential dwelling units, Buyer acknowledges respired to the Disclosure Regarding Real Estate Agency Relationships' (CA R. Form AD) prior to entering into this Agreement. B. BUYER REPRESENTATION: Broker will represent, as described in this Agreement, Buyer in any resulting transaction. C. 1) POSSIBLE DUAL AGENCY WITH SELLER: (C1) PAPILES UNLESS (C2(ii)) or (ii) is checked below). Depending on the circumstances, it may be necessary or appropriate for Broker to act as an agent for both Buyer any election to act as a dual agent representing both Buyer and Seller. If Buyer is shown property listed with Broker, Buyer consents to Broker becoming a dual agent representing both Buyer and Seller. If Buyer is shown property listed with Broker, Buyer consents to Broker is made and parties representing both Buyer an	grants MasterKey Real Estate Mission	("Broker")
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BUYER REPRESENTATION AGREEMENT - EXCLUSIVE (BRE PAGE 1 OF 4)		EQUAL HOUSING
	BUYER REPRESENTATION AGREEMENT - EXCLUSIVE (BRE PAGE 1 OF	4) OPPORTUNITY

MasterKey Real Estate Mission 43341 Mission Blvd Fremont, CA 94539

Phone: 510-651-7400

Doreen Roberts

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Buye	r:	Date:
В	surveys, reports, studies and other available information ("Inspections, to the extent they exceed the obligations describe duties. Broker informs Buyer that it is in Buyer's best interest to a Buyer acknowledges and agrees that Broker: (i) does not decid not guarantee the condition of the Property; (iii) does not inspections, services, products or repairs provided or made by inspection of common areas or offsite areas of the Property; (v) in common areas or offsite unless such defects are visually observed by the property; (vij) shall not be responsible for the Property; (vij) shall not be responsible for identifying the shall not be responsible for verifying square footage, represented Multiple Listing Service, advertisements, flyers or other promotion tax advice regarding any aspect of a transaction entered into be other advice or information that exceeds the knowledge, educativity. Buyer agrees to seek legal, tax, insurance, title and other Broker owes no duty to inspect for common environmental hazards: A Homeowner's Guide to Earthquake Safety," or "The Commercial and the state of the survey of the province of t	estigate the Property through inspections, investigations, tests, inspections") during the transaction. Buyer agrees that these d in paragraph 6B, are not within the scope of Broker's agency obtain such Inspections. The what price Buyer should pay or Seller should accept; (ii) does guarantee the performance, adequacy or completeness of Seller or others; (iv) does not have an obligation to conduct an ishall not be responsible for identifying defects on the Property, servable by an inspection of reasonably accessible areas of the rinspecting public records or permits concerning the title or use e location of boundary lines or other items affecting title; (viii) ations of others or information contained in Investigation reports, onal material; (ix) shall not be responsible for providing legal or y Buyer or Seller; and (x) shall not be responsible for providing ration and experience required to perform real estate licensed or desired assistance from appropriate professionals.
	are deemed adequate to inform Buyer regarding the information above, Broker is not required to provide Buyer with additional information.	
	UYER OBLIGATIONS:	
B . O	Agreement. Within 5 (or	on of any Property Contract entered into in furtherance of this me the execution of this Agreement, Buyer shall provide relevant a ability to acquire property described in paragraph 4. If Buyer financially to acquire property described in paragraph 4, then affirmative duty to take steps to protect him/herself, including scovered or disclosed facts, and investigation of information and con and observation of Buyer. Buyer is obligated, and agrees, to desired assistance from appropriate professionals, selected by ion Advisory. Interial issue to Buyer, such as, but not limited to, Buyer requests interest or importance to Buyer ("Material Issues"). The supplied by Buyer, or from any Material Issues that Buyer as, Inspections and meetings arranged by Broker on Buyer's story for a list of items and other concerns that typically warrant
	☑ Buyer's Inspection Advisory (C.A.R. Form BIA-B)	
	Statewide Buyer and Seller Advisory (C.A.R. Form SBSA) Buyer states they have not visited with or worked with any other	er agent/broker on subject property and understands if
9. A	another broker was involved and makes a claim for commission ITTORNEY FEES: In any action, proceeding or arbitration between duder this Agreement, the prevailing Buyer or Broker shall be entith traggraph 11A.	n- Buyer will be responsible to pay the ENTIRE amount of commission. Buyer and Broker regarding the obligation to pay compensation
10. E	NTIRE AGREEMENT: All understandings between the parties ar	
ar Ag	urties as a final, complete and exclusive expression of their a mintradicted by evidence of any prior agreement or contemporar mended, modified, altered or changed, except in writing signed greement is held to be ineffective or invalid, the remaining pr greement and any supplement, addendum or modification, inclur ay be signed in two or more counterparts, all of which shall constit	leous oral agreement. This Agreement may not be extended, by Buyer and Broker. In the event that any provision of this povisions will nevertheless be given full force and effect. This ling any copy, whether by copier, facsimile, NCR or electronic,

