

2020-2021 REALTOR®/MLS Membership Renewal Information

We understand many members are currently facing financial difficulties. With that in mind, we have implemented changes intended to help.

Bay East local dues, MLS and key service fees have been frozen. Scheduled CPI increases have been suspended as well as any reinstatement fees for non-payment.

2020-2021 Dues & Fees

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| Local Association Allocation | \$ 295 | | |
| MLS Fees | \$ 520 | | |
| Supra eKey Fees | \$ 225 | OR | XpressKey Fees* \$ 275 |
| National Allocation | \$ 185 | | |
| State Allocation & REALTOR® Action Assessment | \$ 184 | | |

Optional Items include:

- Education Advantage: ~~\$39~~ \$10*
- Bay East Foundation Donation: \$5 **
- REALTOR® Action Fund (RAF): \$50 **

*Special offer for this fiscal year only, Education Advantage (a REALTOR® only benefit) is being offered at \$10. This is a \$29 savings. Taking just two classes will cover the cost of this program and provide additional discounts for the remainder of the fiscal year.

**A \$5 contribution to the Bay East Foundation and \$50 RAF contribution is added to all members' accounts, including those members currently enrolled in autopay. Please note, these are voluntary contributions. To opt out of making these contributions please log in to your account to remove the optional items or call us at 925.730.1070.

Payment Options

2-Installment Plan – Due June 25 and December 16, 2020

- There is no change to this payment plan.
- Members pay most their fees in June with the remaining C.A.R. portion in December.
- There are no installment fees for this plan.

8-Installment Plan – Due monthly, June 2020 through January 2021

- Eight payments will be less than \$200* per payment, depending on your membership and services. The first payment will be due June 25 and subsequent payments due the 16th of the month. There is a \$7 fee per installment. *Exception: XpressKey subscribers only, 1st installment will be higher.
- Members who select this plan will be enrolled in autopay by default.
- To opt-out of automatic payments, select the "Autopay" tab on the billing menu or call the Accounting Department at 925.730.1070.
- No payments due February through May 2021.

Payment and Due Date Schedule and Process

You will receive an email notification when your renewal invoice is ready for payment. To access your invoice, log in to www.bayeast.org and select "Pay my bill" then select "Payment".

Select the installment plan you would like based on the options described above and review the billing disclosures.

Renewal Schedule

June 8: Email notice is sent to all members that the renewal invoice is now available online.

Log in to www.bayeast.org to select your billing installment plan or to change plans. Additionally, if you are enrolled in the autopay plan please review the credit card information on file and update if necessary. Find this under the payment menu "Update CC".

June 25: First payment is due and autopayments will be run. If you were previously enrolled in autopay, we will charge your credit card on file for the installment plan you selected. Members who were previously enrolled in the 4 installments plan will be converted to the 8 installments plan.

To avoid any interruption in services, a grace period will be extended through July 5.

July 6: Interruption of services due to non-payment.

Future Payments

- 2-Installment Plan: The next and final payment will be due Dec. 16, 2020.
- 8-installment plan: Your subsequent payments will be due monthly, by the 16th with a 2-week grace period. The last payment will be due January 16, 2021 with no further payment until June of 2021.
- The Accounting Department will send timely email reminders based on members' installment plan.

Q & A

How is the Association helping members with fees? Are you reducing the fees? What else are you doing for me?

The Board of Directors has taken several actions to assist members:

- The 2020-2021 local dues, MLS fees and Key fees have been reduced by \$25
- Education Advantage has been reduced by \$29
- The Installment Plan has been expanded from 4 to 8 installments
- The Installment Fee has been decreased from \$10 to \$7 per installment
- There are no late fees
- The Reinstatement Fee of \$100 is waived through December 2020.

C.A.R. and NAR determine their dues amounts, so Bay East cannot adjust these.

Is the Association delaying the billing to help us in this current situation?

Yes. To give members more time to pay their membership fees, the initial member billing has been delayed until June 25 with a grace period through July 6.

Will I receive a refund for membership for the Shelter in Place time frame when I did not use services?

No. Refunds are not available for 2019/2020 dues. Although the Bay East offices were required to close for the Shelter in Place, we have continued to provide services to help members navigate these unprecedented times.

The offices are closed, why am I paying the same fees?

Bay East staff are providing the same levels of service, availability, and response. Although our offices are closed at this time, we are providing online purchases and curbside pickup. To minimize risk and ensure safety for both members and staff, we are not currently providing computer hardware repair, professional headshots, and in-person education classes. Our online offerings have increased significantly, and staff continues to reevaluate when these services can be provided safely.

I have been a member for many years making on-time payments, can I have a break in the fees?

The member fees are frozen to the 2019-2020 rates. To help members with cash flow, the 8 - installment plan has been implemented.

What do I get for my \$295 local Bay East dues? Services have been cut and I cannot attend classes.

While in-person services are not currently happening, all Bay East staff are working remotely, and we are offering online education and curbside store pickup. Bay East offers a full array of benefits including tech support, training and education, insurance discounts, member assistance programs, local professional standards and ombudsman services, government advocacy, community information, monthly housing statistic reports, REALTOR® store, annual membership in the Commercial Brokers Association (CBA), marketing meetings, networking opportunities, Real Safe Agent, and we hope to resume professional headshots in the near future.

Does my bill include any optional items?

Yes, there are two optional charges included in your bill:

1. REALTOR® Action Fund (RAF) has been added to the December installment if you chose the 2-installment plan, or the January installment if you chose the 8-installment plan.
2. The \$5 Foundation contribution supports the [Members Helping Members \(MHM\)](#) program. While we hope you stay well and do not need to take advantage of the program, we encourage all members to familiarize themselves with the program and contact the Foundation if in need.

You may opt out of these items by logging into your account or calling our Accounting Department.

For more information on the RAF, please read our disclosures.

If I select the 8-installment plan, do I have to use autopay?

While you will be automatically enrolled in autopay, it is not required. However, it is highly recommended to avoid any suspension of services. You may opt-out of autopay at any time.

If I choose the 8-installment plan, can I make additional payments?

Yes, if you wish to make two installment payments (or more) at one time, you will pay only one installment fee of \$7 per transaction. Please call the Accounting Department to make the payment at 925.730.1070.

What forms of payment can be used?

Credit card is the primary form of payment as our offices are not currently open. Bay East accepts Visa, Mastercard, American Express and Discover.

Can I suspend my membership or put it on hold without having to make any payments?

Please start the conversation with your broker. To temporarily leave the association without having to make payments, your broker will need to remove your DRE License from the brokerage. Depending on when you leave and rejoin, certain fees may be prorated. However, REALTOR® fees cannot be prorated if you have been a REALTOR® in the previous calendar year.

Do I have to pay for services if I am not using them currently? Can I remove services I do not want to use?

As an agent, you may remove your Supra Key service at any time. If you wish to remove MLS and Key services, you will need to have your broker sign an MLS Waiver. REALTOR® membership would need to be discussed with your broker.

Can I change to MLS-only and not pay NAR/C.A.R./Local?

REALTOR® brokers are responsible for dues equivalent to the number of real estate agents listed under their firm multiplied by the REALTOR® dues amount. If you are unable to pay, please talk to your broker. Your broker may choose to remove your license from his office.

If my services are interrupted and I return months later, how much would I have to pay?

The Board of Directors has suspended the reinstatement fee of \$100 for the remainder of 2020, so you will not have to pay that to rejoin prior to December 31, 2020. Please contact the Accounting Department for specifics as each type of membership may be different.

I am new to the industry, what is Bay East doing for new members?

New members are enrolled in the REALTOR® Success Program to help pinpoint various aspects of your career so you can be more productive quickly. The 8-installment plan was created to assist with cash flow and provide flexibility to all members, especially new members who may not have had a transaction yet.

Why would I select Education Advantage when there are no live classes?

While we are not currently offering in-person classes, we are bringing you great speakers presenting live via webinar. Education Advantage is a great way to ensure you pay the lowest price. And at the special price of \$10, taking just two classes will cover this purchase.

If I terminate my membership, can I get a refund?

Depending on timing, some refunds may be available. Please contact the Accounting Department.

Contact the Accounting Department at 925.730.1070 or via email BillingDept@bayeast.org.