



1. What is the MAR Legal Hotline?

The Hotline is a service which allows Designated REALTORS® or their “designee” to have direct access to an experienced real estate attorney who can provide information on a variety of real estate law topics. Prior to using the Hotline each caller must sign a Consent and Acknowledgment form.

2. Why can only Designated REALTORS® (DR’s) or their designee access the Legal Hotline?

Only DR’s and/or their designee are authorized to place calls to the Legal Hotline in order to control the number of calls, the quality of the service, and to assure DR’s that the principal broker of each office is aware of the questions asked by the firm.

The DR may appoint a designee or alternate to contact the Hotline. This must be done by sending an authorization letter to Heidi Jenkins, MAR, PO Box 1327, Columbia, MO 65205 or 573-445-7865 (fax).

3. Is there any way to look up previous questions and answers?

Questions and answers from the Legal Hotline are posted on the Missouri Association of REALTORS® website, www.missourirealtor.org. Any member, whether they are a DR or not, may log in to the “Members Section” to view the questions and answers. Legal Hotline questions and answers are also printed in each issue of the *Missouri REALTOR*® magazine as an educational benefit for all MAR members.

4. Is there a charge to use the Legal Hotline?

As of January 1, 2009 each call will carry a service fee of \$20 and be invoiced to your company by MAR at the end of each month. The only other cost a caller would incur is that of long distance charges, if applicable.

5. When is the Legal Hotline in operation?

The Hotline is available to receive calls Monday through Friday (except holidays) from 9:00 am to 5:00 pm. The number for the Legal Hotline is 314-552-6314.

6. Who staffs the Legal Hotline?

Experienced real estate attorneys from the firm Thompson Coburn will answer questions. The law firm’s administrative staff will verify the caller as a Designated REALTOR® of the Missouri Association of REALTORS® and will then transfer authorized callers through to speak directly with an attorney.

7. What subject matter can the Hotline give information on?

Information is available on a broad base of topics, including: Agency, Contracts, Property Management, Brokerage, Fair Housing, Closings, Disclosure, Financing, Commissions, Earnest Money, Title, Zoning, Security Deposits and Development.

8. What cannot be addressed by the Legal Hotline?

- Questions concerning specifics on particular real estate transactions, license suspension, personal legal matters, or other matters not directly related to the Broker's real estate practice *will not be answered*.
- Questions from all callers, including local board/association officers, executive officers, and legal counsel, concerning procedures of NAR Professional Standards program, interpretation of NAR's Code of Ethics, or NAR Multiple Listing Policy *will not be answered*; caller will be referred to MAR staff, which will request a response from NAR legal staff, or be referred to the local board/association.

9. How quickly will an attorney provide a response to questions asked?

The Legal Hotline is designed to provide verbal responses to a caller's questions at the time of the initial phone call. If the question requires consultation with another attorney, a verbal response will be provided within 24 hours. Written responses are beyond the scope of the services of the Legal Hotline.

Callers will be restricted to one question per call. Questions requiring a complex response or detailed research are beyond the scope of service to be provided by the Legal Hotline.

10. Will an attorney/client relationship result when a Designated REALTOR® calls the Legal Hotline?

The Hotline is not intended to create an attorney-client relationship and is not a substitute for legal or any other professional advice, strategy or advocacy specific to any individual situation. The Hotline is not designed to, and may not, provide the Company with the level of thoroughness and preparation that may be reasonably necessary for full and complete representation of the Company on any or all issues related to the legal matter for which the Hotline is contacted. However, if and to the extent an attorney-client relationship is created between the attorneys operating the Hotline and the Company, the scope of that relationship is hereby expressly acknowledged to be limited to any analysis provided during the course of a call to the Hotline and there is no expectation of continued representation in the matter. In addition, any legal information received is not to be used to counsel other licensees or the public.

11. Will MAR have any legal liability regarding the information given to callers?

No. By providing this service, MAR assumes no actual or implied responsibility for any responses to questions through the Hotline or for the use of any information provided. REALTORS® should always consult with their own private legal counsel for specific legal or other professional advice, strategy and advocacy that may appropriate for any individual situation.

12. What if the Designated REALTORS® want to use the Legal Hotline law firm as their legal counsel?

Designated REALTORS® may establish attorney/client relationships outside of the Legal Hotline by calling the law firm through the firm's regular business number however, Designated REALTORS® are not permitted to engage the Legal Hotline law firm for their legal counsel while using the Legal Hotline.

13. What if I have other questions regarding the Legal Hotline service?

Contact the MAR Risk Management Department at 800-403-0101, extension 118 or 122, or opalevans@morealtor.com.