

## **TERMS OF USE**

**Overview:** LEGAL LINE is a “members only” service provided by the Missouri REALTORS® (“MR”) that allows all Missouri REALTORS® direct access to an experienced real estate attorney who can provide information on a variety of approved real estate law topics. By using LEGAL LINE, each caller agrees to the following Terms of Use.

### **TERMS OF USE:**

LEGAL LINE is a legal educational and information tool designed to help keep Missouri REALTORS® generally aware on a variety of real estate-related legal topics. LEGAL LINE responses are provided for the sole benefit of individual Missouri REALTORS®. They consist of general information for your educational use only, and are not to be relied on by or passed on to clients or customers. You may not convey, represent or imply to anyone that LEGAL LINE is providing legal advice to you or any other person. Parties to a transaction who have a question about their legal rights should consult their own attorney.

LEGAL LINE is not intended to create an attorney-client relationship and is not a substitute for or designed to provide legal or any other professional advice, strategy or advocacy specific to any individual situation. You must consult your private attorney or other professional for such matters and should encourage your clients to seek legal counsel as appropriate. LEGAL LINE is not designed to, and may not, provide the level of thoroughness and preparation required for full and complete representation on any or all issues related to the matter for which LEGAL LINE is contacted.

LEGAL LINE provides legal information, not legal representation. Responses are based solely on the facts recited in a question and are not independently investigated. Any legal service is limited to presenting a basic evaluation of legal aspects and potential consequences that appear likely to result from specified conduct as explained by a caller. No particular outcome is or can be promised or guaranteed. If and to the extent an attorney-client relationship is created between an attorney operating the LEGAL LINE and a caller, the scope of that relationship is expressly limited to the analysis provided in a Report following a call to LEGAL LINE. There is no expectation of continued representation in any matter.

LEGAL LINE is made available to all Missouri REALTORS® who are in good standing and current in all payments owed to MR. However, a Designated Broker may restrict his or her agents from accessing the service by completing and returning the applicable form [CLICK HERE](#). Opting-out does not affect a Designated Broker’s ability to use LEGAL LINE.

A Designated Broker who "Opts-Out" of agent access may identify one additional person at his or her firm who can call LEGAL LINE (in addition to themselves, but to the exclusion of all other agents). The appointment of this additional person must be specified in the Opt-Out Request form.

Upon receipt of the completed and signed Opt-Out Request form, MR will mark its records to indicate your firm's preference. A Designated Broker may modify any previous Opt-Out instructions at any time. To designate a different alternate caller simply complete and return a new Opt-Out Request form. To reinstate direct access for all agents to LEGAL LINE (*i.e.*, if you previously filed an Opt-Out Request), complete and return an "Opt-In Request" form [CLICK HERE](#).

LEGAL LINE callers will receive a written call report ("Report") via email including a summary of the question presented and answer provided by LEGAL LINE. When an agent calls, both the agent **AND** their Designated Broker will receive the Report.

MR retains all intellectual property rights in the Report including, without limitation, copyright, trademark, and all other intellectual property or proprietary rights of any kind, whether arising under the laws of the United States or any other nation, state or jurisdiction. The intended recipient(s) of the Report shall have the limited license to use the Report only for its intended purpose. The Report may not be reproduced or copied in written or electronic format without the express written consent of MR.

MR tracks all calls received via LEGAL LINE and is free to use such data for its internal use. MR may also publish all or part of any Report from time to time in various media, such as online and member publications. As LEGAL LINE does not intend to create an attorney-client relationship there can be no guarantee of confidentiality. This means that any information conveyed by or to a caller may be subject to discovery by another person under certain circumstances, such as if a lawsuit is filed.

LEGAL LINE is available 9 a.m. to 12 Noon and 1:00 to 4 p.m. (CST), Monday-Friday (excluding recognized holidays) by calling **573-447-5278**. You will be asked your name and NRDS#. Once your eligibility to access LEGAL LINE has been verified, you will be transferred to an attorney to ask your question. There are no fees or charges for calling LEGAL LINE, although long distance charges may apply. Calls are handled in the order they are received. There may be times that you have to wait "in line", but you will always have the option to leave a message and request a call back. In order to fairly serve all members and keep LEGAL LINE open for others, the length of a call and number of questions posed per call may be limited from time to time.

LEGAL LINE can provide information on a variety of topics regarding real estate transactions and brokerage matters, including: Agency/Brokerage Relations, Alternative Dispute Resolution, Advertising, Closings, Commissions/Compensation, Condos, Contracts, Development, Earnest Money and Security Deposits, Email/Internet Legal Issues, Employment, Environmental, Fair Housing, Financing, Forms, Landlord/Tenant, License Law, Misrepresentation/Disclosure, Property Management, Property Rights, RESPA and Title.

LEGAL LINE can NOT provide information on certain topics. Specifically, disputes between Designated Brokers and their affiliated agents, requests to draft language or documents, and questions concerning specifics of a particular real estate transaction, license suspensions, personal legal matters, or other matters not directly related to a Designated Broker's real estate practice ***will not be answered***. Questions regarding pending litigation and actual disputes between members (including commission disputes and procuring cause questions in particular) ***will not be answered***. Questions requiring extensive or detailed research, a complex response or that fall outside the scope of permissible topics ***may be refused***. Questions concerning procedures of NAR Professional Standards

program, interpretation of NAR's Code of Ethics, or NAR Multiple Listing Policy ***will not be answered.*** MR staff may request a response from NAR legal staff, or refer callers to the local board/association.

These Terms of Use are subject to change at any time at the sole discretion of MR. LEGAL LINE may be discontinued, revised or amended at any time. By providing this service, MR assumes no actual or implied legal responsibility for any response to questions through this service.