



FREQUENTLY ASKED QUESTIONS:

What if a Designated Broker does not want his or her agents to directly access LEGAL LINE?

A Designated Broker may restrict his or her agents from accessing the service by completing and returning the applicable [LEGAL LINE Opt-Out request form](#). Opting-out does not affect a broker's ability to use LEGAL LINE.

Can a broker select one additional person as an alternate to directly access LEGAL LINE?

Yes, 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 the Designated Broker, 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 form, MR will mark its records to indicate your firm's preference.

Can a broker change its mind regarding accessibility of LEGAL LINE to its agents or with respect to who can serve as its designated alternate?

Yes. 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 [LEGAL LINE Opt-Out request form](#). To reinstate direct access for all agents to LEGAL LINE (*i.e.*, you previously filed an Opt-Out Request), complete and return the [LEGAL LINE Opt-In request form](#). MR will then update its records to reflect the Designated Broker's current preference.

Is there any sort of report issued after a call is made to LEGAL LINE?

Yes. LEGAL LINE callers will receive a written call report ("Report") via email. The Report will include 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. Brokers are kept aware of questions posed and can use these Reports to follow up with the agent who made the call, as well as for general educational content.

Are call reports used for any other purpose?

Yes. MR tracks all calls received via LEGAL LINE and is free to use such data for its internal use or any other purpose. It provides excellent feedback by which to identify and appropriately respond to trends and "hot" issues of general concern. MR may also publish all or part of any Report from time to time in various media, such as online and member publications. LEGAL LINE does not intend to create an attorney-client relationship and 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.

Can I email a question to LEGAL LINE?

Have a question that comes up before or after LEGAL LINE hours? You can email your question to Legalline@morealtor.com 24 hours a day/7 days a week. Be sure to include your full name (so we can verify your membership), Company Name, email, NRDS# and a good call back phone number. A LEGAL

LINE attorney will be sure to call or respond to your email as soon as possible.

Just like a telephone call, a Report will be issued to any question received via email.

On which subject matters can LEGAL LINE provide information?

Information is available 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.

What cannot be addressed by the LEGAL LINE?

LEGAL LINE can NOT provide information on certain topics. Specifically, disputes between Designated Brokers and their affiliate agents, requests to draft language or documents, and questions concerning specifics of a particular real estate transaction, license suspensions, personal legal matters, and other matters not directly related to a 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*** (although where appropriate, MR staff will request a response from NAR legal staff, or refer callers to the appropriate local board/association for further assistance).

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

LEGAL LINE is designed to provide verbal responses to a caller's question at the time of the initial phone call. LEGAL LINE is a very popular service and 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 call and number of questions posed per call may be limited from time to time.

My seller/buyer has asked me a legal question. May I ask LEGAL LINE for the answer?

No. 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 any person. Parties to a transaction who have a question about their legal rights should consult their own attorney.

Will an attorney/client relationship result when a REALTOR calls the LEGAL LINE?

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 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.

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

A limited number of Q&A's are currently available for members to view on missourirealtor.org. MR is continuously working on increasing the number of Q&A available whereby all members will have the ability to search a comprehensive database of actual questions posed, covering over 20 years and 30,000+ calls.

Will MR have any legal liability regarding the information given to callers?

No. By providing this service, MR assumes no actual or implied responsibility for any response to questions through LEGAL LINE 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 be appropriate for any individual situation. In addition, any information received from LEGAL LINE is not to be used to counsel other licensees or the public.

What if I have other questions regarding the LEGAL LINE service?

Contact the LEGAL LINE coordinator at (573) 447-5278 or email us at Legalline@morealtor.com