

# RMLS™ 2018 Subscriber Fee Simplification and Increase: Frequently Asked Questions

1. What is changing?  
*Subscribers who paid either \$105 per quarter or \$135 per quarter will now both pay \$141 per quarter. Offices that paid \$300 office access fee will no longer pay that quarterly fee.*
2. When is this change effective?  
*The change is effective the fourth quarter 2018 service period. Subscribers will see the change on their fourth quarter invoice, available on September 1, 2018.*
3. Why is RMLS™ simplifying its dues structure?  
*Currently RMLS™ has two subscriber fees, dependent on whether the Responsible Member of an office also pays an office access fee. This system has caused confusion both with subscribers who change offices and Participant Brokers who set up a new office. Changing the fee structure will combine the two options, reduce confusion, and simplify things for everyone.*
4. Does the quarterly \$141 fee include the cost for SentiLock service?  
*No, the \$141 fee is the RMLS™ subscriber basic service fee. Optional services such as SentiLock service (\$33/quarter) or personal assistant access will be billed in addition to the quarterly fee as noted in [Schedule A](#) of the RMLS™ Rules and Regulations.*
5. Will offices who have been paying the quarterly office access fee still have to pay \$300/quarter?  
*No. Offices who have previously paid the quarterly office access fee will no longer have to pay that fee. If your office has administrative users you will be billed \$25 per quarter for each active administrative user.*
6. Why can't our office still pay the quarterly office access fee so our subscriber basic service fee can be lower?  
*RMLS™ is simplifying the dues structure by eliminating the quarterly office access fee, no longer making this option available.*
7. Will any other fees change?  
*No, all other fees will remain the same.*
8. I am on auto-pay. Do I need to do anything?  
*If you are currently on auto-pay, no action is needed on your part. If you wish to enroll, change, or cancel your auto-pay please call Payment Assistance at (503) 872-8003. You can also complete Document #1311, [Auto-Pay Enrollment Request](#), and fax it to (503) 872-8090.*

9. I pay my subscriber fees annually and am paid up through the end of 2018. Will I receive another invoice to pay for the difference in cost for the fourth quarter of 2018?  
*No, you will not be charged the difference. Since you have already paid ahead, you will see the price change reflected in the next billing cycle.*
10. Will a discount still be available for those who pay their RMLS™ dues annually?  
*Yes. RMLS™ offers a 10% discount on the subscriber basic service fee. If you have SentiLock service, you must pay those fees as well. The discount is now \$56.40 per year. If you are currently set up for annual payments, your next bill will reflect the new rate of \$507.60 per year plus SentiLock fees for \$132/year, when applicable.*
11. Is another increase coming in the future?  
*No additional increase is anticipated at this time.*
12. Who made the decision to change the dues structure and increase the fees?  
*The RMLS™ Board of Directors approved these changes at their June 2018 meeting, the result of ongoing discussions about serving subscribers as robustly as possible and the future of the organization. The board, comprised of working REALTORS® from around the RMLS™ service area, oversees the direction of RMLS™ as an organization and deemed these changes necessary in consideration of future projects.*
13. What is RMLS™ adding to their existing service that warrants the increase?  
*RMLS™ is in the process of*
- Updating the RMLSweb login page, desktop, and menu bar with a more modern look and feel. It will be more user- and mobile device-friendly. This is just the beginning of a fresh look that will eventually find its way to all areas of RMLSweb.*
  - Creating a new RMLSweb mobile app, slated for release in summer 2018.*
  - The SentiLock Bluetooth lockbox upgrade in fall 2018. NXT lockboxes will be exchanged, for free, for a new Bluetooth lockbox.*
  - The “Report Issue” button will be updated to use the CoreLogic Listing Data Checker dashboard. Subscribers will be able to see what inquiries they have submitted and what has been reported on their own listings*
  - Hiring additional staff and purchasing new hardware. This will enable RMLS™ to speed up the development process and release more projects, more quickly.*
14. When will the lockbox upgrade take place? How will I know what to do?  
*SentiLock is still in the planning phase for an upgrade to occur later this year. You should receive an email from SentiLock with specific details in August.*
15. Will SentiLock fees increase when the upgrade occurs?  
*No, SentiLock fees will not change with the scheduled upgrade.*
16. Will there be an additional fee to use the new RMLS™ mobile app?  
*No, there will not be an additional fee. Use of this app will be included in the \$141 subscriber basic service fee.*