



## NEW CONSORTIO FUNDING LLC STANDARD OPERATING PROCEDURE POLICY

Dated: April 18, 2022

We recently implemented a Standard Operating Procedure policy. The purpose of the policy is to ensure all customers have equal access to properties we offer for sale or leasing. It is important to note that the policy requires the following:

1. No identification to view a residential or commercial property offered for sale or rent;
2. No exclusive broker agreement (“Exclusive Right to Represent Buyer”) is required for prospective buyers; and
3. A mortgage pre-approval is not required to view an initial property.

Attached is a copy of the policy. Please refer to the policy for greater clarity and guidance.

It is important that you adhere to this policy consistently with ALL customers. **Under no circumstances can you enforce the SOP for one customer or a group of customers and make an exception for others.** This will create a risk for a Fair Housing violation.

We understand for many agents, the Exclusive Right to Represent Buyer is helpful as is the pre-approval. However, in the event you require either of the documents or identification prior to showing, you expose yourself to a complaint for violation of fair housing laws imposed by most states and the federal government. Specifically for Exclusive Right to Represent Buyer (“exclusive broker agreements”), is an important tool to ensure customers and clients do not work with multiple agents particularly in submitting offers for properties, our rationale is that having such a requirement might hinder customers from working with us because it would be required for every customer/client. Given this, there are tools that you can use to ensure you first introduced a client to a property. One is the *Client Registration* (found in the Documents folder) and email or text confirmations of all properties being shown (including time and date). This establishes your role in the introduction and showing of properties.

In addition, we remind you that CONSORTIO FUNDING LLC’s maintains a zero-tolerance *Anti-Discrimination in Housing Policy*. You can find this in the Policies folder in your CONSORTIO FUNDING LLC dropbox.

Please reach out to us if you need clarity on these and other policies.

Thanks,  
Agent Support Team

--

**POLICY TITLE: Standard Operating Procedure Policy**



EFFECTIVE DATE: April 5, 2022

REVISION DATE: N/A

PURPOSE: Provide guidance to all licensees regarding what can and cannot be required in order to show a property.

---

As many states' regulators develop stricter guidelines and increased enforcement of real estate transactions, we have implemented the Standard Operating Procedure Policy.

It is important that you understand the policy is standard; applies to all CONSORTIO FUNDING LLC licensees; and is applicable to ALL states we are licensed and operate in. Moreover, the policy shall apply to all residential and commercial sales and rental transactions. In addition it applies to customers interested in viewing properties.

As a reminder, Fair Housing Laws require consistent performance by all licensees under the broker's license. That is, what one agent does relative to policy must be done by all agents in all circumstances. Understand that Fair Housing focuses on the *effects* not the intent of licensees actions. So while you might not have intent to discriminate or to engage in discrimination, the mere deviation from this and CONSORTIO FUNDING LLC's Anti-Discrimination in Housing (Fair Housing) policies could make you liable for a fair housing violation.

I. Standard Operating Procedure for showing ALL commercial and residential properties offered for sale or rental.

1. **No identification to show a residential or commercial property for sale or rent.** You cannot require a customer to present any form of identification in order to show them a property that is offered for sale or rental.
  - a. Clients may be required to provide identification for application purposes.
  
1. **No exclusive broker agreement is required for prospective buyers.** Exclusive agreements can be helpful in ensuring the customer does not circumvent you and close a transaction with another agent when you initially showed them the property. However, if we make signing such agreements mandatory, it would have to apply to all customers. Doing so might cause some to not want to do business with you because of an exclusive agreement. You can still request it be signed, but it cannot be a requirement.
  
1. **Mortgage pre-approval is not required to view an initial property.** All inquiries for viewing of properties offered for sale must be the opportunity to view the property



which they inquired about. However, to show any subsequent properties, a written pre-approval from a lender is required.

1. It is important that you adhere to this policy consistently with ALL customers. Under no circumstances can you enforce the SOP for one customer or a group of customers and make an exception for others. This will create liability for a Fair Housing violation.

## II. Notice to Consumers

1. CONSORTIO FUNDING LLC shall maintain an updated SOP policy that is prominently displayed on all consumer real estate sites.