

Greater Downey Association of REALTORS,[®] INC

12073 Paramount Blvd. Downey, California 90242 (562) 861-0915 Fax (562) 923-9995 www.daor.com

Re: Request for Disciplinary Complaint

Dear: Mrs. Helen Chung,

As you requested, please find enclosed the following information to assist you in filing a disciplinary complaint with the Downey Association of Realtors[®] :

Please refer to the www.daor.com to obtain the association's MLS Rules & Regulation and a copy of the *California Code of Ethics and Arbitration Manual*. Also, please be advised that in order for a complaint to be considered filed timely with the Association, the complaint must be filed within one hundred and eighty (180) calendar days after the facts constituting the alleged wrongful conduct occurred. Also, you may want to become familiar with the *California Code of Ethics and Arbitration Manual* as this is the set of rules that are used to process complaints filed with the Association. Finally, it should be reminded that since the Association is not a governmental entity, it does not have authority to take action regarding the licensing status of its members.

- (1) Fill out Complaint Form D-1—to judge which articles of the Code of Ethics have been violated, please refer to the Code of Ethics and/or MLS Rules both found at www.daor.com.
- (2) Submit with Form D-1 a story and Exhibits.

If you have any questions about the procedures being used to process your complaint, please refer to the CAR California Code of Ethics and Arbitration Manual of CAR or feel free to call me at 562-861-0915.

Sincerely,
GREATER DOWNEY ASSOCIATION OF REALTORS[®], INC.

Nelly Palma, Executive Director of Customer Care

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