

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 Arbitration Complaint

Dear :

As you requested, please find enclosed the following information to assist you in filing an arbitration complaint with The Greater Downey Association of Realtors®:

A blank Compliant Form (Form A-1) and instructions

A copy of the Procuring Cause Guidelines

A copy of the *California Code of Ethics and Arbitration Manual*

Please be advised that in order for a complaint to be considered filed timely with the Association, the compliant must be filed with one hundred and eighty (180) calendar days after the closing of the transaction, if any , or after facts constituting the arbitrable matter could have been known in the exercise of reasonable diligence, whichever is later. 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, since the Association is not a governmental entity, it does not have authority to take action regarding the licensing status of its members.

If you have any questions regarding filing of your compliant or the information enclosed, please feel free to call me at 562-861-0915.

Sincerely,

GREATER DOWNEY ASSOCIATION OF REALTORS®, INC.

Erica Ochoa, Executive Director of Customer Care

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