

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 Downey Association of Realtors:

(1) A blank Compliant Form (Form PA-1 & PA-2) and Instructions

Please be advised that in order for a compliant to be considered filed with the Association, the complaint must be filed within one hundred and eighty (180) calendar days after the closing of the transaction, if any, or after the facts constituting the arbitrate 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 now a governmental entity, it does not have authority to take action regarding the licensing status of its members.

Complete form PA-1 & PA-2 and accompanying documentation, along with seven copies.

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.**

Erica Ochoa, Executive Director of Customer Care

NP:hs

