



## **NATIONAL DO NOT CALL REGISTRY SAMPLE OFFICE POLICY**

1. Only the following types of “solicitation” calls may be made without consulting the “do-not-call” lists and obtaining clearance from **[insert name of company’s “DNC person”]**:
  - a. FSBOs with advertised phone numbers, unless the advertisement expressly states “no agents.” This applies only when calling a FSBO on behalf of a buyer client for property information or showing appointments. You should not use that opportunity to solicit a listing from a FSBO without consulting the “do-not-call” lists and obtaining clearance from **[insert name of company’s “DNC person”]**;
  - b. Sellers who have had a listing agreements with this company within the prior eighteen (18) months;
  - c. Potential clients who have made an inquiry (e.g., stopped by the office or made a phone call inquiry about a house or other property) — within the last three (3) months;
  - d. Someone who has registered at one of this company’s open houses using this company’s approved registration form; and
  - e. Referrals if the referring company indicates that the recipient has given permission for you to call him or her and requested information about real estate in our area.

A written note briefly outlining the specifics of that referral must be given to **[insert name of company’s “DNC person”]** before the call is made.
2. If you intend to make calls not described in section 1, you must first obtain the written permission of **[insert name of company’s “DNC person”]** who will maintain the federal and company-specific “do-not-call” lists. You will need to review the South Carolina Association of REALTORS® “do-not-call” materials thoroughly prior to discussing this matter with **[insert name of company’s “DNC person”]**, as you will be expected to be familiar with the information contained in those materials. They are available at **[describe location and method for accessing the information]**.
  - a. No cold calls may be made to any phone number without first checking BOTH “do-not-call” lists (the national and the company-specific lists). The lists will be available and updated on the computer and may be accessed by **[describe method for manual or automatic review of the lists]**.
  - b. Do not use any paper “do-not-call” list that was generated more than fourteen (14) days ago.
3. No call should ever be made to someone who has asked you not to call. The name and phone number of that individual must be given to **[insert name of company “DNC person”]** within twenty-four (24) hours of the request being made so that the number may be added to the company specific “do-not-call” list.
4. Do not solicit business via facsimile machine to anyone, unless you have that recipient’s prior written consent.
5. Never use a pre-recorded message or an autodialer.
6. Never call anyone before 8 a.m. or after 9 p.m.  
Check other states laws before calling out of state.
7. Provide your name, company name and purpose of the call at the beginning of every call. If asked, provide the following address and phone number of the company: **[insert contact information]**.
8. Always wait the longer of 15 seconds or 4 rings before hanging up. Do not let the phone ring excessively.
9. Never block a caller identification device.
10. Do not provide copies of the do not call lists to anyone outside the company.

### **OTHER RESOURCES:**

#### **SCAR DO NOT CALL WEB SITE**

<http://www.screaltors.com/members/legal.htm>

#### **SCAR LEGAL HOTLINE**

**1.800.233.6381**

#### **NAR DO NOT CALL INFORMATION**

[www.realtor.org/libweb.nsf/pages/fg707](http://www.realtor.org/libweb.nsf/pages/fg707)

#### **NATIONAL DO NOT CALL REGISTRY**

[www.donotcall.gov](http://www.donotcall.gov)

#### **TO OBTAIN REGISTRY**

<https://telemarketing.donotcall.gov/>



11. Politely terminate any call immediately upon being asked to do so. Do not hang up on the caller. Forward the name and phone number of any person who asks you not to call again, in writing within twenty-four (24) hours to **[insert name of company's "DNC person"]** so this can be added to the company "do-not-call" list.
12. You agree NOT to make any phone calls offering my services on company telephones and cell phones that are not in compliance with this policy. You agree to indemnify **[insert name of company]** for any costs, fines, attorney fees, etc. that are incurred as a result of my making telephone solicitation calls that violate this policy, state or federal law.
13. This policy is now officially part of **[insert name of company]**'s routine business practice and is effective immediately.
14. This document is **[insert name of company]**'s written policy to comply with the FCC and FTC federal telemarketing rules. You will ensure that you keep yourself abreast of all available information regarding the state and federal telemarketing rules. By signing below you acknowledge that **[insert name of company's "DNC person"]** has explained this policy to you and that you have received training in the compliance of this policy. You understand that **[insert name of company]** will continue to monitor your compliance with this policy from time to time as necessary throughout the course of your relationship with **[insert name of company]**.

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Signature of Independent Contractor or Employee

Date

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Signature of Broker-in-Charge

Date