

VIRGINIA ASSOCIATION OF REALTORS®
PROFESSIONAL STANDARDS SEMINAR PRE-TEST

(All questions are based on the Code of Ethics and Arbitration Manual of the National Association of REALTORS®. All answers will be covered in the seminar content.)

Choose the answer or answers that apply.

- 1. Unless otherwise agreed in writing, the REALTOR® shall:**
 - a. submit all written offers and counter-offers until an offer is accepted
 - b. submit all written offers and counter-offers until closing
 - c. submit all offers and counter-offers until an offer is accepted
 - d. submit all offers and counter-offers until closing

- 2. REALTORS® having direct personal knowledge of conduct that may violate the Code involving which of the following bring such matters to the attention of their local Association.**
 - a. misappropriation of client or customer funds or property
 - b. willful discrimination
 - c. fraud resulting in substantial economic harm
 - d. all of the above

- 3. When entering into buyer/tenant agreements, REALTORS® must advise potential clients of:**
 - a. the REALTOR®'s company policies regarding cooperation
 - b. the amount of compensation to be paid by the client
 - c. the potential for additional or offsetting compensation from other brokers, from the seller or landlord, or from other parties
 - d. any potential for the buyer/tenant representative to act as a disclosed dual agent, e.g. listing broker, subagent, landlord's agent, etc.
 - e. the possibility that the existence, terms and conditions of their offer may not be confidential
 - f. all of the above

- 4. Article 17**
 - a. requires REALTORS® to arbitrate all business disputes
 - b. does not require REALTORS® to arbitrate, but instead allows REALTORS® to choose the local Board's arbitration facilities over litigation
 - c. requires REALTORS® to arbitrate contractual disputes and specific non-contractual disputes
 - d. none of the above

- 5. In response to inquiries from buyers or cooperating brokers REALTORS® shall, with the sellers' approval, disclose:**
- a. The existence of other offers
 - b. If other offers were obtained by the listing agent
 - c. If other offers were from a cooperating broker
 - d. All of the above
- 6. In which of the following circumstances is it permissible for a REALTOR® to contact the client of another broker:**
- a. to offer to provide a different type of real estate service
 - b. offering the same type of service for a property not already listed
 - c. when the client's name is learned through a Multiple Listing Service
 - d. when the REALTOR® is prospecting for a new client
- 7. Which of the following may the REALTOR® reveal to others during or following the termination of professional relationships with their clients:**
- a. confidential information about the client
 - b. information about the client that the REALTOR® can use to their own advantage
 - c. information concerning latent material defects
 - d. information about ghosts in the house
- 8. Which is not true regarding dual or variable rate commission arrangements:**
- a. Listing brokers have an affirmative obligation to disclose their existence
 - b. Listing brokers must disclose the amount of the listing commission
 - c. Only in response to inquires, disclose the differential amount to a cooperating broker
 - d. a buyer representative must disclose to their buyer-client the existence of a dual rate commission before they make an offer to purchase

TRUE OR FALSE

- 9.** REALTORS®, prior to or after terminating their relationship with their current firm, are free to solicit current clients to cancel exclusive agreements with that firm as long as they have the broker's permission.
- 10.** If contacted by a client of another REALTOR®, it is acceptable to discuss the terms under which they might enter into a future agreement.
- 11.** REALTORS® shall disclose the existence of accepted offers, including offers with unresolved contingencies, to any broker seeking cooperation.
- 12.** The REALTOR® is only obligated to discover and disclose adverse factors reasonably apparent to someone with expertise in those areas required by their real estate licensing authority.

13. A REALTOR® may advertise listed property without disclosing the name of the firm.
14. If approached by a seller about listing their property, a REALTOR® has no obligation to seek to determine if the prospect is subject to another valid exclusive agreement.
15. The firm's name and state(s) of licensure must be disclosed on a REALTOR® firm website.
16. Explain the difference between a "client", "customer" and "prospect".

CLIENT-

CUSTOMER-

PROSPECT-