



Medlock Realty LLC
8735 Dunwoody Place Ste R, Atlanta GA 30350
www.medlockrealty.com | 470.888.7940 | info@medlockrealty.com

OFFICE MANUAL, POLICIES & PROCEDURES

WELCOME!

On behalf of everyone at Medlock Realty LLC. (Medlock Realty), I welcome you and wish you every success here. The terms and procedures in this manual are incorporated by reference, into the Independent Contractor Agreement executed by all Associates and the Company. As Principal Broker, I will provide assistance to you whenever necessary. You are encouraged to seek advice, counsel and opinions on all aspects of the transaction and on your marketing strategies and tactics. I hope you embrace the full availability of the opportunities offered to help you get the most out of every day and every transaction and that your experience will be challenging, enjoyable and rewarding. If you have any questions or concerns at any point, please do not hesitate to ask me. Again, welcome!

Sincerely,

Elena Ferro

Principal Broker - Elena Ferro
Mailing Address - 8735 Dunwoody Place Ste R, Atlanta GA 30350
Phone 404.884.1641

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1.ABOUT THE COMPANY

The Company is licensed by the State of Georgia as Medlock Realty LLC (“Medlock Realty”, the “Company”, “Firm”, “Brokerage”). We operate in compliance with GREC rules and applicable federal/state laws. All affiliated licensees act as independent contractors.

2. POLICY MANUAL

This manual sets uniform standards for conduct with clients, cooperating brokers, and the public. Agents must read, understand, and follow these policies and the REALTOR® Code of Ethics (if applicable). Policies may be updated; the most current version supersedes prior editions and will be communicated electronically.

Nothing in this manual creates an employment relationship or limits either party’s right to terminate the Independent Contractor Agreement in accordance with its terms.

3. INDEPENDENT CONTRACTOR RELATIONSHIP

All agents are affiliated as an independent contractor. The Company does not withhold taxes; you will receive IRS Form 1099-NEC. You are not eligible for employee benefits and are responsible for your own business expenses and scheduling.

3.2 At-Will Status. Unless otherwise agreed in writing, either party may end the affiliation at any time, with or without cause.

4. LICENSING

You are required to maintain a valid Georgia real estate license in good standing. O.C.G.A. §43-40-8(d) requires completion of a 25-hour post-license course within one year of initial licensure. If your license expires, you may not perform licensed activities for the Company. All licensed activity must occur under the supervision of the Principal Broker (O.C.G.A. §43-40-25(b)). The Broker may delegate management oversight, but retains ultimate responsibility.

5. MULTIPLE LISTING SERVICE

The Company is a member of the Georgia Multiple Listing Service (“GAMLS”) and First Multiple Listing Service (FMLS). You must be a member of at least one MLS. You are responsible for complying with MLS rules and paying any fines incurred for violations. Medlock Realty LLC is a member of the National and Local Associations of REALTORS®, thus you may join any board that Medlock Realty is a member of. You are not currently required to be a member of NAR, though requirements may change in the future to accommodate new Company or MLS regulations.

6. FEES & COMMISSIONS

All commissions must be paid to Medlock Realty LLC. You will be compensated per your Independent Contractor Agreement and membership plan. All brokers and agents are responsible for their own National, State, and Local licensee fees and education requirements. All continuing education requirements must be met for license renewal and be submitted to principle broker or manager and will be kept on file for brokerage compliance. A 1099 will be issued annually for tax purposes. Agents should maintain detailed income and expense records and seek professional tax advice.

7. ERRORS & OMISSIONS INSURANCE

Medlock Realty maintains E&O coverage for licensed activities performed under the brokerage: \$1,000,000 per occurrence / \$1,000,000 aggregate, subject to policy terms. Coverage excludes fraudulent/intentional acts and non-real-estate business.

Agents are responsible for deductibles and must promptly report any claim or notice to the Principal Broker.. Agent-owned property transactions may have limitations—obtain advance Broker approval.

8. EXPENSES

As an independent contractor you are responsible for all your own expenses including, but not limited to: For Sale Signs, Open House Signs, Business Cards, advertising to promote your listing, advertising to obtain buyer and seller clients, Local, State and National Realtor Dues (if applicable) and any other fee, expense or cost to run your business not expressly provided to you by Medlock Realty.

9. AGENCY

Compliant with GREC Rule 520-1-.06: Medlock Realty practices designated agency and, when properly disclosed and approved, dual agency. Agents must use current GAR forms (F111 Seller Brokerage, F112 Buyer Brokerage, F120 Dual Agency Disclosure) and obtain written informed consent from all parties before acting in a dual agency capacity. Broker approval is required for dual representation.

Agents must comply with all GREC rules and owe clients the duties of loyalty, obedience, disclosure, confidentiality, reasonable care, diligence, and accounting (O.C.G.A. §10-6A-5). Confidential information may only be disclosed with the client's consent, if publicly available, or when required by law or to defend against a claim—with prior Broker consultation.

All executed transaction documents must be promptly submitted to the Broker and retained for a minimum of seven (7) years in compliance with Georgia law.

10. PERSONAL TRANSACTIONS

You may buy or sell property for your personal account. You must disclose in writing that you are a real estate licensee whenever you buy or sell property in which you have an ownership interest, or where you have a special relationship with a buyer, or where there is a possibility that you could acquire indirectly a financial or legal interest in the property.

11. AGENT OWNED PROPERTY

Before listing or purchasing an Agent-Owned property: (a) notify the Broker; (b) obtain pre-approval for marketing, disclosures, and contractual provisions; (c) do not represent a buyer on your own property; and (d) notify the Broker if any Company agent writes an offer. E&O coverage may be limited; you may bear responsibility for uncovered claims.

12. SHOWING PROTOCOL

It is Medlock Realty Policy that a real estate agent needs to be present for any and all showings. This can be a Medlock Realty Agent or an agent from another Firm.

Listings

As the listing agent, review and confirm the showing protocol with your seller and ensure the listing agreement authorizes lockbox access. If another agent is showing the property, attendance is not required, but you must confirm the showing with the seller unless it's designated "Go and Show" for vacant properties. Always notify the owner of any scheduled showing. For your own direct showings, confirm with the seller, and after each showing, ensure all lights are off and the property is fully secured.

Buyers

You must personally accompany buyers on all showings. Do not share lockbox codes with clients. After each showing, turn off lights and secure all doors. If running early or late, promptly notify the listing agent or service. Always treat the home with care and respect.

13. CONDUCTING AN OPEN HOUSE

Dress professionally and arrive 15–30 minutes before the open house. Place signage strategically, prepare property handouts, and maintain a sign-in sheet. Personally record each visitor's name and contact information for accuracy. Allow guests to explore freely but engage them courteously to answer questions or gather feedback. If visitors express interest, follow up appropriately or refer them to the listing agent as needed. Afterward, secure the property and report attendance and feedback to the seller or listing agent.

14. PERSONAL ASSISTANTS

Medlock Realty provides virtual assistants for agent support. Agents may also hire licensed or unlicensed personal assistants with prior written approval from the Principal Broker. Agents are fully responsible for supervising their assistants and ensuring compliance with GREC rules and Medlock Realty policies.

Unlicensed assistants may perform only administrative tasks as allowed by GREC. Licensed assistants must hang their license with Medlock Realty and, if paid on commission, must be compensated directly through the brokerage.

A written agreement outlining duties and compensation is required and must be submitted to the Broker for approval before the assistant begins work. Medlock Realty assumes no employment obligations for assistants, and agents are responsible for providing any required Workers' Compensation insurance.

15. FAIR HOUSING

Medlock Realty maintains a zero-tolerance policy for violations of the Fair Housing Act (42 U.S.C. §§3601–3619) and Georgia Fair Housing Law (O.C.G.A. §8-3-200 et seq.) or Georgia Fair Housing laws. Discrimination in any service, advertisement, or transaction is strictly prohibited based on race, color, religion, sex, national origin, familial status, disability, age, marital status, sexual orientation, or any other protected class.

Prohibited actions include, but are not limited to:

- Refusing to show, sell, or rent to members of a protected class.
- Steering, imposing different terms, or using discriminatory advertising.
- Harassment, intimidation, or coercion affecting a person's fair housing rights.
- Blockbusting or any practice suggesting neighborhood changes based on demographics.

Agents must comply with all federal, state, and local Fair Housing laws and HUD advertising standards. Any suspected violation must be reported immediately to the Principal Broker. Violations may result in termination of affiliation and possible legal or disciplinary action by GREC.

16. HARASSMENT POLICY

Medlock Realty maintains a zero-tolerance policy toward any form of discrimination, harassment, or retaliation. All agents, employees, clients, and customers have the right to a work environment free from unlawful conduct based on race, color, religion, sex (including pregnancy and sexual orientation), national origin, age, disability, genetic information, veteran status, or any other protected category under federal or state law.

Prohibited Conduct

Harassment includes unwelcome verbal, visual, or physical behavior that creates an intimidating, hostile, or offensive environment. Examples include:

- Derogatory remarks, slurs, jokes, or gestures related to a protected class.
- Unwanted sexual advances or requests for favors.
- Displaying or sharing offensive materials.
- Retaliation against any person who reports or participates in an investigation.

Sexual Harassment

Sexual harassment includes unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when such behavior:

1. Is a condition of employment or continued affiliation;
2. Influences employment or contractual decisions; or
3. Creates a hostile or offensive work environment.

Reporting Procedure

Any agent or employee who experiences or witnesses harassment or retaliation must immediately report the matter to the Principal or Managing Broker. All complaints will be investigated promptly, fairly, and confidentially. Appropriate corrective action will be taken, up to and including termination of affiliation or contract.

Retaliation Prohibited

Retaliation for reporting discrimination or participating in an investigation is strictly prohibited and will result in disciplinary action.

17. LEGAL COMPLIANCE

In addition to any obligations set forth in this Manual, you are required to comply with all Federal and Georgia laws, including but not limited to RESPA and all regulations, rules and orders from the Georgia Real Estate Commission (GREC) and the current REALTOR® Code of Ethics. If you have any questions or concerns, you should promptly consult the Principal Broker.

Agents are responsible for maintaining strict compliance with license law for all of the states in which they are operating. Examples of compliance include, but are not limited to: meeting ongoing education requirements, maintaining license renewal, and having a working knowledge of all regulations and staying abreast of changes to the current rules and regulations which can be obtained from GREC via their website. Agents may be required to participate in special training workshops or meetings to fully understand the specific duties of new regulations or changes in license law.

18. RESPA COMPLIANCE

All Medlock Realty agents must fully comply with the Real Estate Settlement Procedures Act (RESPA) and related federal regulations. RESPA prohibits kickbacks, referral fees, unearned fees, and “things of value” exchanged for the referral of settlement services. It also forbids splitting settlement charges except for legitimate services rendered at fair market value.

Agents may not accept or offer any gifts, incentives, or payments from settlement service providers (e.g., lenders, title companies, inspectors) in connection with referrals. Disclosure of such arrangements does not make them lawful.

If you have or are considering an affiliated business relationship or any financial arrangement that could involve a settlement service provider, you must obtain prior written approval from the Principal Broker.

When in doubt about RESPA compliance, immediately contact the Principal Broker for guidance.

19. ANTITRUST

Medlock Realty strictly prohibits any conduct that could violate federal or state antitrust laws. Agents must avoid behavior that restricts competition, including price fixing, commission fixing, or group boycotts.

Key Rules:

- Commission rates and fees must be determined independently by each firm and agent, based on service value, market conditions, and client agreement—not by discussion or agreement with other brokers or firms.
- Agents must never discuss or imply “standard” or “prevailing” rates or listing terms in the marketplace.
- Cooperative compensation (commission splits) must be set unilaterally by Medlock Realty and disclosed to clients as part of the listing agreement.
- Any refusal to cooperate with another brokerage (“group boycott”) is prohibited unless based on legitimate business reasons approved by the Principal Broker.

Agents should complete antitrust education provided by the National Association of REALTORS® (NAR) and contact the Principal Broker immediately if uncertain about any conduct that may raise antitrust concerns.

20. LEAD PAINT DISCLOSURE FORM

For any residential property built before 1978, a Disclosure of Information on Lead-Based Paint and/or Lead-Based Paint Hazards form must be completed by all parties before or at the time of contract execution per 24 C.F.R. §35.88 and §745.107 (EPA & HUD rules). Use only the current GAR/MLS-approved form.

The form must be fully completed — including all checkboxes, initials, signatures, and dates — even if no records or reports exist. It is the agent’s responsibility on both the buyer and seller sides to ensure compliance and retain the signed disclosure in the transaction file.

Federal law also requires that contractors disturbing lead-based paint be certified and follow approved work-practice standards.

Contact the Principal Broker immediately if you are uncertain whether this disclosure applies. Noncompliance can result in significant federal penalties.

21. PROPERTY DISCLOSURE OBLIGATIONS

Medlock Realty’s policy is to disclose all known material facts about a property, consistent with our duty to fully and diligently represent clients per O.C.G.A. §10-6A-5(d). Under Georgia law, agents are not required to investigate or verify property conditions but may not ignore or conceal known defects. If you have concerns about whether to disclose information, immediately consult the Principal Broker. The Seller Disclosure Form must be completed entirely by the seller—not the agent. If items are incomplete or blank, advise the seller to fill in all material details or mark “unknown.” If the seller refuses to complete the form, notify the Principal Broker before proceeding. If new information arises during the listing or transaction, the seller must amend the disclosure form promptly. Do not make verbal representations about property conditions or imply you are the source of the information—always identify its origin

clearly. When in doubt, Medlock Realty's policy is to err on the side of disclosure to best protect the client, the agent, and the Firm.

22. TELEPHONE, FAX AND ELECTRONIC MAIL SOLICITATION

Medlock Realty agents must comply with all Do-Not-Call, TCPA (47 U.S.C. §227), and CAN-SPAM (15 U.S.C. §7701 et seq.) regulations governing phone, fax, and email marketing.

Phone Solicitations

Agents may not call numbers on the National or internal Do-Not-Call Lists, except when:

1. The consumer contacted the Firm within the last 3 months,
2. The Firm has a current or prior representation agreement within 18 months,
3. The number appears on a For Sale By Owner (FSBO) sign that does not state "No Agents," or
4. A referral source obtained permission for the call.

Calls must occur only between 8:00 a.m. and 9:00 p.m. (local time). If anyone requests not to be contacted, end the call immediately and report it to the Principal or Managing Broker for inclusion on the Firm's internal Do-Not-Call list (updated every 14 days).

Email & Fax Communications

All email solicitations must comply with the CAN-SPAM Act:

- Include a valid reply address and Firm postal address.
- Provide a clear opt-out option valid for at least 30 days.
- Clearly identify the message as an advertisement or solicitation.

Unsolicited fax solicitations and bulk email campaigns are prohibited without prior Broker approval.

23. ADVERTISING & MEDIA POLICY

"Media" includes all forms of promotion — print, electronic, digital, broadcast, outdoor signage, social media, and any other public display or communication used to market real estate services or listings.

All advertising, marketing materials, and online content must comply with GREC Rule 520-1-.09 and Medlock Realty branding standards. This includes:

- Clearly and conspicuously displaying the Firm's licensed name, "Medlock Realty LLC," and official logo (using the correct PMS colors) in every advertisement.
- Identifying the licensed agent's name and contact number or the Principal Broker's contact information as required by GREC.
- Ensuring that all content is accurate, current, and not misleading.
- Using only approved templates and materials for consistency with Firm branding.
- Including the brokerage name prominently on all social media profiles, pages, and posts related to real estate activity.

All advertising — including websites, property flyers, social media posts, and signage — must be reviewed for compliance. When in doubt, agents must obtain written approval from the Principal Broker prior to publication or posting.

24. SOCIAL NETWORKING AND BLOG POSTINGS

Medlock Realty supports the responsible use of social media platforms — including but not limited to Facebook, Instagram, LinkedIn, TikTok, X (formerly Twitter), YouTube, and personal blogs — to promote listings, professional expertise, and community engagement. However, all online activity by affiliated licensees must comply with GREC advertising rules, the REALTOR® Code of Ethics, and Medlock Realty policies.

Advertising Compliance Requirements:

- Posts promoting real estate activity must clearly and conspicuously identify “Medlock Realty LLC” as the brokerage name and include the licensee’s name as registered with GREC.
- All content must meet GREC Rule 520-1-.09 advertising standards — accurate, current, and not misleading.
- Prior Broker approval is required for any paid promotion, new page creation, or recurring ad campaign.

Professional Conduct Standards:

1. Never disclose confidential information about clients, transactions, or Firm operations.
2. Do not post content that violates harassment, discrimination, or confidentiality policies.
3. Maintain professionalism and respect toward clients, colleagues, and competitors.
4. Clearly state that any non-real estate opinions expressed are personal and not reflective of Medlock Realty LLC.
5. Immediately report any online activity that may violate GREC rules, the REALTOR® Code of Ethics, or this policy to the Principal Broker.

Violations of this policy may result in disciplinary action or termination of affiliation, even if the conduct occurs outside work hours or on personal devices.

25. ESCROW ACCOUNT POLICY

Medlock Realty does not maintain escrow services but all agents must comply with Georgia Real Estate Law about timely depositing of funds with Escrow/Title Agents. Under GREC Rule 520-1-.08, all earnest money must be deposited promptly. If you believe there has been a violation of this policy please contact the Principal Broker immediately.

26. FORMS

Unless otherwise provided by Medlock Realty, agents must use only the Georgia Association of REALTORS® (GAR) standard forms available through Remine. If unsure which form to use or how to complete it, contact the Principal Broker before proceeding.

Form Use & Legal Compliance

- Agents may only fill in factual information in blank fields on approved forms.
- Agents are not authorized to delete or alter any pre-printed language or insert custom clauses without Broker approval. Such changes may constitute the unauthorized practice of law, prohibited under O.C.G.A. §15-19-51 and O.C.G.A. §43-40-25(b)(13).
- Any additions or modifications to standard GAR forms must be reviewed and approved by the Principal Broker prior to execution.

Submission Requirements

- All signed contracts, listings, or disclosures must be submitted to the Broker or designee within 48 hours of execution.
- The Broker will review for completeness, accuracy, and compliance with GREC rules.
- Agents will not receive compensation for incomplete or missing files.

File & Record Standards

- Every file must contain all required documents and signatures per GREC regulations.
- All agreements with clients must be in writing — no verbal agreements are enforceable.
- Confirm all verbal discussions with clients or cooperating agents in writing via email or addendum.
- Agents must never sign documents on behalf of a client, broker, or third party.
- All executed documents must be uploaded promptly using DocuSign DTR via the Medlock Realty intranet or Remine.

27. CONFIDENTIALITY POLICY

GREC Rule 520-1-.06(1)(d) requires confidentiality of client information except when disclosure is required by law. Medlock Realty agents must protect all confidential and proprietary

information belonging to the Firm and its clients. Such information includes — but is not limited to — client financial or motivational data, marketing strategies, pricing methods, personnel records, and internal business practices.

General Rules:

- Use or disclose confidential information only when required for legitimate business purposes on behalf of Medlock Realty.
- Never share confidential client or company information with unauthorized individuals inside or outside the Firm.
- Maintain discretion when discussing business in public or shared spaces — avoid phone or in-person conversations where others can overhear.
- Keep files and electronic data secure at all times, whether in the office, at home, or while traveling. Lock up physical documents, password-protect digital files, and store data on the Firm's secured network only.
- Exercise care when sending or receiving confidential information electronically; consult the Principal Broker for guidance on proper encryption or password protection if needed.

Visitors & Access Control:

Visitors, family members, or friends are not permitted in private work areas where confidential materials may be visible or discussed. Meetings with non-staff guests should occur in designated reception or conference areas.

Upon Separation:

When your affiliation with Medlock Realty ends, all confidential materials — including digital copies, client files, forms, and records — must be immediately returned to the Principal Broker. No copies may be retained.

28. CONFLICTS OF INTEREST

If you or an immediate family member have a direct or indirect ownership or financial interest in a property being sold or purchased, you must disclose this interest in writing to all parties in the transaction before any contract is signed.

For any other potential or perceived conflict of interest, you are required to immediately notify the Principal Broker for review and written guidance.

29. COOPERATION WITH OTHER AGENTS

Medlock Realty offers cooperation to all licensed brokers and their affiliated agents. Cooperative compensation terms are determined by the Principal Broker, agreed to by the seller client, and published in the MLS.

Agents must cooperate with other licensees unless doing so would conflict with the client's best interest. See GREC Rule 520-1-.06(5) — Brokers must cooperate unless contrary to client's interest. If a seller chooses not to offer cooperation or compensation to other brokers, that decision must be documented in writing and retained in the transaction file. Any change to compensation or agreement affecting cooperative commissions must have prior written approval from the client and be reviewed by the Principal Broker. Agents encountering disputes or concerns regarding cooperation should immediately notify the Principal Broker for resolution.

30. DRESS CODE

Medlock Realty agents must maintain a professional, clean, and business-appropriate appearance when representing the Firm or meeting with clients. A neat, polished image reflects the professional standards expected of Medlock Realty and the real estate industry.

Religious Accommodation:

Medlock Realty respects sincerely held religious beliefs and practices and will provide reasonable accommodations in attire unless doing so would create an undue hardship. Requests for accommodation should be directed to the Principal Broker for review and approval.

31. VACATIONS AND OTHER ABSENCES

As an independent contractor, you are entitled to schedule vacations and other time away from work without prior approval. However, you must advise the Principal Broker in writing regarding your plans for time away from work and how your pending transactions and other professional obligations will be handled in your absence.

32. SAFE DRIVING

Agents must comply with Georgia's Hands-Free Driving Law (O.C.G.A. §40-6-241), which prohibits texting, emailing, or holding a phone while driving. Use mobile devices only when your vehicle is safely parked. Maintain your vehicle in a clean, safe, and operable condition at all times. You are personally responsible for any damage, injury, or loss arising from the operation of your vehicle. Medlock Realty recommends maintaining minimum automobile liability coverage of \$250,000/\$500,000 and carrying excess liability (umbrella) coverage. Drive defensively, responsibly, and with heightened caution when transporting clients or representing the Firm.

33. ALCOHOL AND DRUGS

Possession, use, sale or being under the influence of alcohol or drugs while conducting Medlock Realty business is prohibited.

34. SAFETY

Medlock Realty is committed to providing a safe and healthy work environment for all agents, clients, and visitors. Each agent must follow safety rules, exercise caution in all activities, and immediately report any unsafe conditions, injuries, or hazards to the Principal Broker. Safety concerns may be reported confidentially and without fear of retaliation. Agents who create or ignore hazardous conditions, or fail to report them, may face disciplinary action or termination. Agents are encouraged to review the NAR Safety Guidelines and implement best practices when showing properties, meeting clients, or working alone in the field.

35. SMOKING POLICY

To promote a healthy and safe work environment, Medlock Realty maintains a strict no-smoking policy in compliance with the Georgia Smokefree Air Act (O.C.G.A. §31-12A-1 et seq.) Smoking, including e-cigarettes and vaping, is prohibited inside all company buildings, vehicles used for business, and client properties. Smoking is permitted only in designated outdoor areas, which must be kept clean and orderly. Agents are responsible for complying with this policy and reporting violations to the Principal Broker. Continued noncompliance may result in disciplinary action or termination of affiliation.

36. USE OF FIRM-OWNED IT AND COMMUNICATIONS SOFTWARE

Medlock Realty's IT resources — including email, voicemail, CRM, communication software, and internet access — are business tools provided for professional use. Limited personal use is permitted only with Broker approval. All messages and data sent, received, or stored using Firm systems are Medlock Realty property and may be monitored at any time. Agents should not expect privacy when using company systems.

Acceptable Use

Agents must use IT resources professionally and lawfully, respecting copyrights, privacy, and data security. Conduct online as you would in person — with honesty, courtesy, and compliance with all Fair Housing, harassment, and confidentiality policies.

Prohibited Conduct

Improper use includes, but is not limited to:

- Accessing, storing, or transmitting sexually explicit, discriminatory, or offensive content.
- Using Firm systems for personal gain, political, or external business activity.
- Sharing passwords, accessing another user's account, or bypassing security controls.
- Downloading or copying unauthorized software or violating copyright laws.

Confidential Information

All data related to clients, transactions, and Firm operations is confidential and must be safeguarded. Confidential information may not be copied, shared, or transmitted outside Medlock Realty without authorization. Use password protection, secure storage, and discretion when accessing Firm data remotely.

Legal Compliance

Agents must comply with the Georgia Computer Systems Protection Act, U.S. Copyright Law (17 U.S.C. §106), and GREC advertising and confidentiality rules. Unauthorized use, access, or disclosure may result in termination of affiliation and legal action.

37. CONFLICT RESOLUTION AND REPORTING REQUIREMENTS

All conflicts, complaints, or legal issues involving Medlock Realty must be immediately reported to the Principal Broker, who is responsible for resolution and compliance oversight. Prompt reporting protects both agent and Firm from disciplinary action.

Agents must report without delay:

- Any fair housing or discrimination violations observed.
- Client or transaction-related complaints (verbal or written).
- Subpoenas, GREC inquiries, or legal notices involving your conduct.
- Accidents, injuries, or escrow check issues.
- Disputes with agents (inside or outside the Firm).
- Harassment or hostile work environment concerns.

When uncertain whether an issue qualifies, agents should err on the side of reporting to ensure prompt and proper handling.

38. TERMINATION OF AFFILIATION

If your association with Medlock Realty ends, you must immediately return all company property, records, transaction files, and confidential materials. A summary of open transactions, pending commissions, and client reassignment must be provided to the Principal Broker.

Broker supervision ends upon release or transfer of license per GREC Rule 520-1-.05(3).” Otherwise perfect. All listings and buyer representation agreements created during your affiliation remain the property of Medlock Realty, unless otherwise agreed to in writing within your separation agreement.