

Fine Matrix

Last Updated: September 27, 2026

Stellar MLS - Fine Details				
Rule	Warning vs. Automatic Fine	Time To Correct Error before Fine	Fine Amount	Repeat Offender Amount
Accepting Backups in Directions Field	Warning	3 Business Days	\$50	\$100, \$250, \$500 within a 2 yr period; 4th offense = hearing
Accepting Backups In Remarks Field	Warning	3 Business Days	\$50	\$100, \$250, \$500 within a 2 yr period; 4th offense = hearing
Active Listing with No Showings in Directions	Automatic Fine	Automatic Fine	\$100	\$250, \$500, \$1,000 within a 2 yr period; 4th offense = hearing
Active Listing with No Showings in Remarks	Automatic Fine	Automatic Fine	\$100	\$250, \$500, \$1,000 within a 2 yr period; 4th offense = hearing
Agent/Office Branding on Listing Photos	Automatic Fine	Automatic Fine	\$100	\$250, \$500, \$1,000 within a 2 yr period; 4th offense = hearing
Auction Properties	Warning	3 Business Days	\$50	\$100, \$250, \$500 within a 2 yr period; 4th offense = hearing
Branded Virtual Tour	Automatic Fine	Automatic Fine	\$100	\$250, \$500, \$1,000 within a 2 yr period; 4th offense = hearing
Buyer Broker Agreement Form Violation	Automatic Fine	Automatic Fine	\$500	\$2,500 within a 2 yr period; 3rd offense = hearing

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Calling/Access Codes in Driving Directions	Warning	3 Business Days	\$50	\$100, \$250, \$500 within a 2 yr period; 4th offense = hearing
Calling/Access Codes in Remarks	Warning	3 Business Days	\$50	\$100, \$250, \$500 within a 2 yr period; 4th offense = hearing
Contact Information in Driving Directions	Warning	3 Business Days	\$50	\$100, \$250, \$500 within a 2 yr period; 4th offense = hearing
Contact Information in Public Remarks	Warning	3 Business Days	\$50	\$100, \$250, \$500 within a 2 yr period; 4th offense = hearing
Copyright Infringement	Automatic Fine	Automatic Fine	\$100	\$250, \$500, \$1,000 within a 2 yr period; 4th offense = hearing
Driving Directions	Warning	3 Business Days	\$50	\$100, \$250, \$500 within a 2 yr period; 4th offense = hearing
Failure to Report Sold	Automatic Fine	Automatic Fine	\$100	\$250, \$500, \$1,000 within a 2 yr period; 4th offense = hearing
Incomplete Pre-construction Documentation	Warning	3 Business Days	\$50	\$100, \$250, \$500 within a 2 yr period; 4th offense = hearing
Incomplete Pre-construction Pricing	Warning	3 Business Days	\$50	\$100, \$250, \$500 within a 2 yr period; 4th offense = hearing
Incorrect Bed/Bath Count	Warning	3 Business Days	\$50	\$100, \$250, \$500 within a 2 yr period; 4th offense = hearing

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Incorrect Listing Status	Automatic Fine	Automatic Fine	\$100	\$250, \$500, \$1,000 within a 2 yr period; 4th offense = hearing
Incorrect Map Location	Warning	3 Business Days	\$50	\$100, \$250, \$500 within a 2 yr period; 4th offense = hearing
Incorrect Photo in 1st Photo Slot	Warning	3 Business Days	\$50	\$100, \$250, \$500 within a 2 yr period; 4th offense = hearing
Incorrect Selling Agent	Warning	3 Business Days	\$50	\$100, \$250, \$500 within a 2 yr period; 4th offense = hearing
Incorrect Subdivision	Warning	3 Business Days	\$50	\$100, \$250, \$500 within a 2 yr period; 4th offense = hearing
Invalid Garage/Carport	Warning	3 Business Days	\$50	\$100, \$250, \$500 within a 2 yr period; 4th offense = hearing
Invalid Out of State Listing	Warning	3 Business Days	\$50	\$100, \$250, \$500 within a 2 yr period; 4th offense = hearing
Invalid Property Type	Warning	3 Business Days	\$50	\$100, \$250, \$500 within a 2 yr period; 4th offense = hearing
Invalid Sold Price	Warning	3 Business Days	\$50	\$100, \$250, \$500 within a 2 yr period; 4th offense = hearing
Invalid Virtual Tour	Warning	3 Business Days	\$50	\$100, \$250, \$500 within a 2 yr period; 4th offense = hearing

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Listing Contains No Photos	Warning	3 Business Days	\$50	\$100, \$250, \$500 within a 2 yr period; 4th offense = hearing
Listing Manipulation	Automatic Fine	Automatic Fine	\$500	\$1,000, \$5,000, \$15,000 within a 2 yr period; 4th offense = hearing
Exempt Listings - Property Not Active in MLS System being Marketed	Automatic Fine	Automatic Fine	\$500	\$2,500 within a 2 yr period; 3rd offense = hearing
Open House in Directions	Warning	3 Business Days	\$50	\$100, \$250, \$500 within a 2 yr period; 4th offense = hearing
Open House Information in Public Remarks	Warning	3 Business Days	\$50	\$100, \$250, \$500 within a 2 yr period; 4th offense = hearing
Photo Violation	Automatic Fine	Automatic Fine	\$100	\$250, \$500, \$1,000 within a 2 yr period; 4th offense = hearing
Possible Incorrect/Incomplete Information	Warning	3 Business Days	\$50	\$100, \$250, \$500 within a 2 yr period; 4th offense = hearing
Possible Incorrect Acreage/Lot Size	Warning	3 Business Days	\$50	\$100, \$250, \$500 within a 2 yr period; 4th offense = hearing
Prohibited Commission/Compensation Verbiage Violation	Automatic Fine	Automatic Fine	\$500	\$2,500 within a 2 yr period; 3rd offense = hearing

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Prohibited Concession Format	Automatic Fine	Automatic Fine	\$500	\$2,500 within a 2 yr period; 3rd offense = hearing
Required Signatures on Listings and Changes	Automatic Fine	Automatic Fine	\$500	\$1,000, \$5,000, \$15,000 within a 2 yr period; 4th offense = hearing
Signage Visible in Listing Photos	Automatic Fine	Automatic Fine	\$100	\$250, \$500, \$1,000 within a 2 yr period; 4th offense = hearing
Text/Graphics on Listing Photos	Automatic Fine	Automatic Fine	\$100	\$250, \$500, \$1,000 within a 2 yr period; 4th offense = hearing
Use of external use/export of member contact information from Matrix	Automatic Fine	Automatic Fine	\$2,500	\$5,000 within a 2 yr period; 4th offense = hearing
URL in Public Remarks	Warning	3 Business Days	\$50	\$100, \$250, \$500 within a 2 yr period; 4th offense = hearing
Virtual Staging	Automatic Fine	Automatic Fine	\$100	\$250, \$500, \$1,000 within a 2 yr period; 4th offense = hearing
Allowing unauthorized access Internal	Automatic Fine	Automatic Fine	\$500	\$1,000, \$5,000 within a 2 yr period; 4th offense = hearing
Allowing unauthorized access External	Automatic Fine	Automatic Fine	\$2,500	\$5,000 within a 2 yr period; 4th offense = hearing

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Courtesy Notices (sent out by the system)				
Pending with Past Expected Closing Date	Courtesy Notice	-	-	-
Courtesy Expiration Notice	Courtesy Notice	-	-	-
Courtesy Pending Notice	Courtesy Notice	-	-	-
Courtesy TOM	Courtesy Notice	-	-	-
End Date of Lease PRIOR Courtesy Notice	Courtesy Notice	-	-	-
End Date of Lease PAST Courtesy Notice	Courtesy Notice	-	-	-
***Not correcting listings after a fine has been paid	Automatic Fine	Automatic Fine	Escalating Schedule	\$25 Each Week Listing Is Not Corrected, Up to 30 Days, In Addition To Paying Fine