



PROFESSIONAL STANDARDS RULES & PROCEDURES FOR VIRTUAL PROCEEDINGS

PLEASE REVIEW BEFORE THE DATE OF YOUR PROCEEDING

ZOOM

- MIAMI REALTORS® will use Zoom to conduct virtual proceedings.
- All proceedings are confidential.
- It is the responsibility of the parties and their respective counsel to have the ability to proficiently use Zoom before their scheduled virtual proceedings. Zoom provides free video tutorials if you need them.
- MIAMI REALTORS® will host and manage the virtual proceedings.
- The parties shall not record the virtual proceedings. MIAMI REALTORS® will record the audio and video of the virtual proceedings via Zoom. Court reporters may transcribe the proceedings at the cost of the party requesting the court reporter. If the proceedings are recorded, MIAMI REALTORS® will not prepare transcripts. Any recording or transcription that may be made of these proceedings can only be used for purposes of procedural review, appeal, or a new hearing. Any other use, including in other ethics or arbitration hearings, is expressly prohibited.

BEFORE THE VIRTUAL PROCEEDINGS

- Make sure your background is well-lit and that your internet, whether wired or Wi-Fi, is properly functioning.
- Make sure you have, and can use, a device with a camera or an external camera.
- Parties should arrive for the virtual proceedings at least five minutes early.
- Parties must provide ALL documents and evidence they intend to use during the virtual proceedings to the other parties and to MIAMI REALTORS® by noon on the business day prior to the virtual proceeding.
- MIAMI REALTORS® will confirm the identity of all parties, witnesses and counsel by requesting verification of at least one government-issued, photo ID card (e.g., driver's license, state ID card, or Passport) prior to being admitted to the virtual proceeding.

DURING THE VIRTUAL PROCEEDINGS

- By participating in the virtual proceedings, the parties are agreeing that they have read, understand, and will comply with these Rules & Procedures for Virtual Proceedings at all times.
- You may not use any virtual backgrounds.
- Use headphones with a built-in microphone for best audio and microphone quality.
- You may not appear only by telephone. The participants must be able to see each other at all times.
- You may not mute yourself. Only the host, MIAMI REALTORS®, may mute the parties. The host of the virtual proceedings has the discretion to mute participants as necessary or required to maintain decorum.
- You must find a quiet, secure place to conduct the virtual proceeding.
- You may not have other people in the room with you, except for your attorney, if you have one.
- The chat function will be disabled amongst the parties and panel. The parties may send messages to the panel members only to address technical difficulties. Messages sent to the panel are not confidential and the panel can disclose the content of those messages to the rest of the parties present.
- If you cannot hear or see any of the participants at any point during the meeting, it is your responsibility to notify the participants. You may do so by: interrupting the proceeding and stating that you are having technical problems; sending a chat to the Zoom host; sending an e-mail to the representative attending on behalf of MIAMI REALTORS®; and/or, calling the representative attending on behalf of MIAMI REALTORS®. It is your responsibility to receive confirmation from MIAMI REALTORS® that your technical issue has been acknowledged. Once received, MIAMI REALTORS® will pause the proceedings until you can hear and/or see all the participants again.
- Parties will be allowed to share their screens for presentations and/or to present documents and evidence.
- If a party is introducing documents and evidence that they failed to provide to the other parties and to MIAMI REALTORS® by noon on the business day prior to the virtual proceeding, then the panel will privately discuss whether to: allow the use of that new evidence and continue with the virtual proceeding with or without additional time for the parties to privately review the new evidence; not allow it and continue with the virtual proceeding; or, reschedule the virtual proceeding for a later date so that all parties get a fair virtual proceeding. Providing documents and evidence in advance can expedite the hearing process, prevent technical difficulties, and prevent costly, unnecessary continuances.

QUESTIONS

If you have any questions, or if you experience technical difficulties during your virtual proceeding, please do not hesitate to contact your MIAMI REALTORS® Professional Standards team at professionalstandards@miamire.com.