

## Token Return/Replacement Policy

### ❖ What should happen to the token when someone leaves my office?

- If an Agent, Office Admin or Agent Assistant leaves your office and transfers to another office they should keep their token so they may access MLS when they become active in another office.
- If an Agent, Office Admin or Agent Assistant leaves the Real Estate business then the token should be collected and returned to MLS

### ❖ How can I replace my Lost\* or Broken token?

- After you have reported your token as Lost\* or Broken on the MLXchange login page you can obtain a replacement token from MLS Technical Support Department located at 100 Bignall St Warwick, RI during normal business hours.
- In order to obtain a replacement for a broken token you must present your
  - **Broken token** ( If a token is not returned it will be treated as a Lost\* token)
  - **MLS ID Number**
  - **Valid picture ID**
- In order to obtain a replacement for a Lost\* token, which you will be charged \$50 at the time of replacement, you must present your
  - **MLS ID Number**
  - **Valid picture ID**
- To help to make the process as convenient and secure as possible the following methods are available to members.
  - Drive to MLS headquarters in Warwick (This is the fastest way to replace your token)
  - Send another trusted person with a copy of your valid picture id & a letter from you indicating that they are authorized to obtain a replacement token on your behalf. **Do not just send them with your token.**
  - Mail your broken token along with a copy of your picture id to State-Wide MLS. Once the token is received a new token will be mailed to the address on the picture id. You will be billed \$15 plus the cost of the postage. ***Note: This process may take longer than 4 days which means your temporary password & pin will expire before you receive the replacement token and you will not be given another temporary password & pin.***
  - Fax your picture id & a letter requesting a replacement token to 401-784-9337. A replacement token will be mailed to the address on the picture id. You will be charged \$15 plus the cost of the postage. This process is only acceptable for lost\* tokens. ***Note: This process may take longer than 4 days which means your temporary password & pin will expire before you receive the replacement token and you will not be given another temporary password & pin.***

### ❖ I reported my token lost/broken but did not receive or cannot retrieve the email with the temporary password & pin. How can I get it?

- Contact MLS Technical Support to obtain a temp pin & password that will be good for 4 days. The pin & password that was emailed to you when you reported it lost or broken will be invalid.

### ❖ I went on vacation and left my token at home and need to access MLXchange & Transit. Can you help me?

- Report your token as lost or broken and a temporary pin & password will be emailed to the email address in the system. This will give you access for 4 days. When you return contact MLS Technical Support to have your token reactivated for a \$10 fee.

### ❖ I am still on vacation and my token was lost or broken and I won't be home before the 4 day temporary password & pin expire. How can I access MLXchange & Transit?

- If the initial 4 day password & pin is not enough time you may call MLS tech support and receive a new temporary password & pin good for 4 days. **You will be charged \$50 for each 4 day password received.**

### SafeMLS Token Fees (fees must be paid prior to being issued)

- |                                    |   |
|------------------------------------|---|
| 1. Replace a lost* token           | \$50  |
| 2. Reactivate token                | \$10  |
| 3. Additional 4 day password & pin | \$50 (For each additional 4 day password received)        |
| 4. Mail/FedEx a replacement token  | \$15 plus delivery costs (Does not include cost of token) |

**\* No refund will be given for a recovered "Lost" token after 14 days from the replacement date. If found prior to the 14 days, bring token to MLS offices and a credit will be issued by check within 30 days.**