

UCS GUIDELINES

FREC Guidelines for Unlicensed Assistants

Florida REALTORS ORLANDO, Fla. – Feb. 4, 2019 – What can an unlicensed assistant do for you? Many things – but not all things.

At its November 2018 general meeting, the Florida Real Estate Commission (FREC) informally updated its list of unlicensed assistant or employee activities that may be performed.

FREC: Activities an unlicensed employee or assistant may perform

1. Answer the phone and forward calls.
2. Submit listings and changes to any multiple listing service.
3. Follow up on loan commitments after a contract has been negotiated and generally secure status reports on the loan progress.
4. Assemble documents for closing.
5. Secure documents (public information) from courthouse, utility district, etc.
6. Have keys made for company listings.
7. Write ads for approval of licensee and supervision broker, and place advertising (newspaper ads, etc.); prepare flyers and promotional information for approval by licensee and supervising broker.
8. Receive, record and deposit earnest money, security deposits and advance rents.
9. Type contract forms for approval by licensee and supervising broker.
10. Monitor licenses and personnel files.
11. Compute commission checks.
12. Place signs on property.
13. Order items of repair as directed by the licensee.
14. Prepare flyers and promotional information for approval by licensee and supervising broker.
15. Act as a courier service to deliver documents.
16. Place routine telephone calls on late rent payments.
17. Schedule appointments for licensee to show listed property.
18. Be at an open house for:
 1. security purposes
 2. hand out materials (brochures); may not answer questions. Direct all questions to licensee.
19. Answer questions concerning a listing from which the answer must be obtained from licensed employer-approved printed information and is objective in nature (not subjective comments).
20. Gather information for a CMA.
21. Gather information for an appraisal.
22. Hand out objective, written information on a listing or rental.

My recommendation: Brokers should create clear office policies and procedures regarding the use of unlicensed assistants in order to avoid potential compliance issues. Meredith Caruso is Associate General Counsel for Florida Realtors

Further, FREC ruled:

An unlicensed individual may not negotiate or agree to any commission split or referral fee on behalf of a licensee.



Office Code- _____

Member# _____

UNLICENSED CLERICAL STAFF MLS ACCESS

UCS Full Name: _____

Home Address: _____

Phone Number: _____

Brokerage Name: _____

Broker Full Name: _____

Physical Office Address: _____

UCS Email: _____

This login is assigned to the UCS above only, credentials are NOT to be used as an office staff login. Doing so is an MLS Violation

Does the UCS hold a Real Estate License or Appraiser License?

☐ Yes, Active License
in FL or another State☐ Yes, License is Inactive
Or Referral Agent☐ No License in FloridaIf Yes, Include License Number BK or SL☐ Agent Assistant _____☐ Office Assistant **If this UCS is working for multiple brokerages as a transaction coordinator etc., additional acknowledgement is to be sent by broker**

By signing below, I agree all information is accurate for the above UCS. If this UCS becomes licensed in the state of Florida I will notify NABOR immediately. I agree, the amount of \$12.50 to be added to my monthly Brokerage Matrix statement for the following UCS. I will notify NABOR® immediately if I terminate this UCS, or if they leave this office otherwise, this fee will continue to be added each month.

Please return form to: Membership@NABOR.com for processing

(Signature of Qualifying Broker)

Date//



Office Code-_____

Member#_____

As of March 31, 2026 we will require UCS payment of the prorated MLS amount if you are joining during the billing cycle. This amount is non refundable per our bylaws. A credit card will not be placed on file and will only be used for this payment at the time of joining.

UCS Full Name: _____

Name on Card _____

Billing Address associated with card _____

Card Number: _____

Exp: _____ CVV: _____

(Signature of Card Holder)

Date//



Office: _____ Member: _____

BROKER ACKNOWLEDGMENT FOR UCS **WITH MULTIPLE BROKERAGES**

I, Broker _____ understand for transparency purposes between NABOR and Brokerage _____
I am aware and acknowledge that UCS _____
is working for the following brokerages. If at any point this UCS is no longer working for my brokerage, I agree to contact **Membership@NABOR.com** to get the discontinue form required to remove access. Otherwise, billing will continue until Membership has processed the UCS discontinue form.

Please list additional Brokerages that the UCS is working for:

(Signature) _____

Date,//

