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## **CIRCULAR 6/2014**

**To : ALL REGISTERED VALUERS/APPRAISERS/ESTATE AGENTS/  
PROBATIONARY VALUERS/PROBATIONARY ESTATE AGENTS**

**Date : 29 May 2014**

Dear Sir/Madam

### **REGISTRATION OF NEGOTIATORS**

Please be informed that the Board has issued the following guidelines to be adhered by all registered negotiators:

#### **1) Display of REN Tags**

- a) It is compulsory for all registered Probationary Valuers (PVs), Probationary Estate Agents (PEAs) and negotiators (REN), to wear their REN Tag ("REN Tag") during their course of business.
- b) The PV/PEA/REN numbers shall be included in all their promotional & marketing materials including name cards, signboards, advertisements in print or digital media.

#### **2) Project Marketing staff**

The Firm shall not allow its PV, PEA, REN, project marketing staff in their employ to carry out estate agency transactions without first having obtained the REN Tags.

#### **3) Resignation and Termination of Negotiators**

- a) When a negotiator resigns, he shall tender the resignation formally with the current Firm and surrender his REN Tag. The current Firm shall within seven (7) days from the date of receipt of same shall notify the Board of such resignation and forward the REN Tag to the Board.

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- b) The new Firm shall apply to the Board for a new REN Tag for the Negotiator by submitting via the prescribed form enclosing all other relevant documents and a copy of the resignation letter whereupon the Board shall process the application and issue a new REN tag.
- c) Where the negotiator is terminated by the Firm, the Firm shall notify the Board in writing of such termination and request to remove the negotiator's information from the registration record of the firm and return the REN tag to the Board.

### **4) Replacement of REN Tag**

A RM50 fee will be levied to replace lost, stolen or damaged cards. A replacement tag will be issued upon compliance with the following:

- a. Submission of a completed form prescribed by the Board together with the required fee; and
- b. For stolen or lost card, Letter of Confirmation from the registered firm to be signed by the supervising registrant; and
- c. For damaged card, the old tag must be surrendered before the new tag can be released.

### **5) Any Changes to details of REN shall be Registered with the Board**

- a) Only the name and mobile number registered with the Board shall be used in all marketing or promotional materials including name card, signboards and advertisements.
- b) Any amendments or additions to the REN information shall be submitted in writing to the Board.

### **6) Refusal**

Negotiators shall not refuse or restraint any client/general public from checking or obtaining the information in their REN Tag to verify the authenticity of the tag.

### **7) Offences**

It shall be an offence:-

- a) to obtain the REN Tag by way of duplication, falsification or by any other means. Only the Board has the authority to issue the REN Tag which carries many security features;

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- b) to allow any third party to use the REN No to conduct any estate agency business or to appear in any promotional materials;
- c) to keep the REN tag nor surrender the tag on the resignation or termination of an employee; and
- d) to allow any third party to feature your negotiator's information in any websites, mobile applications and passing-off as the Board's website to confuse the public.

**8) Complaints and records**

Any offence or wrongdoing committed by the negotiators will be recorded and captured in the system which shall be used to evaluate and determine the negotiators renewal.

**The Board reserves the right to withdraw, cancel or deny registration on grounds of non-compliance with the rules and regulations of the Board.**

Kindly comply with the above guidelines.

Yours faithfully

**R. MAHALETCHUMI**

Registrar  
LEMBAGA PENILAI, PENTAKSIR DAN  
EJEN HARTA TANAH MALAYSIA