



THIS IS A LEGAL DOCUMENT. EXECUTION OF THIS AGREEMENT, INCLUDING THE PRECEDING 3 PAGES  
IN ADDITION TO THIS PAGE, SHALL OBLIGATE THE PARTIES TO PERFORM AS PROVIDED HEREIN.

KEYHOLDER, member of: Orlando Regional RA

UTC Fire & Security Americas Corporation, Inc.

Keyholder Name: \_\_\_\_\_

By:

Keyholder ID: \_\_\_\_\_

Vice President & General Manager

Keyholder Acknowledgement: \_\_\_\_\_

4001 Fairview Industrial Drive SE  
Salem, Oregon 97302-1142

**EXHIBIT A**

**I. Product/Service:**

Key or Service	Billing Frequency	System Fee*	Billing Due Date
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\*System Fees shown above are exclusive of all applicable tax and any annual increase

**II. Payment Options:**

**Electronic Invoice** – I acknowledge that I will receive notifications regarding the invoices due and payable under this Agreement electronically at the following email address: \_\_\_\_\_

**Automatic Charges\*** – I elect to have the following credit, debit, or bank account automatically charged on the due date for any fees due and payable under this Agreement. Supra may elect to receive the payments up to ten (10) days after the due date.

Debit/Credit Card: \_\_\_\_\_

Debit/Credit Expiration Date: \_\_\_\_\_

\*Keyholder authorizes Supra to charge the credit, debit, or bank account shown above \$17.28 for all recurring fees until Keyholder terminates this Agreement or notifies Supra in writing of a change in payment option or account information. Keyholder may change the payment option at any time during the Term of this Agreement by: (i) contacting Supra at 877-699-6787, (ii) logging in to SupraWEB at <https://supraweb.suprakim.com/kimweb/login.mvc>, or (iii) notifying Supra in writing of such change. If Keyholder desires to (i) close, terminate, cancel, or change the credit, debit, or bank account selected for billing, Keyholder shall be required to notify Supra in writing of such intent forty-five (45) days prior to such change and deliver a new credit, debit, or bank account information.

Keyholder may terminate this Agreement at any time by notifying Supra in writing of such intent to terminate and: (i) returning all Equipment and any component of the service which has been provided to the Keyholder under this Agreement, (ii) deleting any copies of Software from Keyholder's personal computers and personal devices, and (iii) paying any amounts previously owing prior to such termination including any liquidated damages for the failure to return the Equipment. Upon termination, System Fees which would have become owing after the date of termination of this Agreement are released and discharged by Supra.

Keyholder shall not be entitled to a refund of: (i) any unused portion of any System Fee for use of service previously paid, (ii) any Activation Fee, (iii) Replacement Insurance fees, (iv) late payment fees, or (v) fees for payments that are returned unpaid or for insufficient funds or credit.

Keyholder Acknowledgement: \_\_\_\_\_

Date: \_\_\_\_\_

Authorization for recurring payment

## Supra Order Confirmation Form

KEYHOLDER, member of: \_\_\_\_\_

Keyholder Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Email: \_\_\_\_\_

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**Order Details:**

Product:

### Your Order Amounts to Total (USD) \$53.25 plus tax

<u>Description</u>	<u>Amount</u>
Activation Fee (One Time)	\$53.25

My signature below constitutes acknowledgement of my understanding and agreement to the following:

- ◆ The order information above is accurate and complete.
- ◆ My payment will be processed electronically and will include all applicable tax.
- ◆ I received the product(s) listed above if applicable.
- ◆ I have read and agreed to all terms and conditions stated in the Keyholder Agreement.

\_\_\_\_\_  
Keyholder Acknowledgement

\_\_\_\_\_  
Date



## Supra eKEY Mobile Device Disclaimer

This disclaimer is to notify the owner of the mobile device to be used as a Supra eKEY that the Orlando Regional REALTOR® Association will not be held liable or responsible for any damages or lost information due to the downloading of the Supra eKEY software.

The keyholder understands that their device must be backed up prior to having the Supra eKEY software downloaded to their mobile device.

ORRA recommends this as an information loss prevention method as ORRA is not able to assist keyholders with the recovery of their information. Should you need technical assistance after a backup has been performed to recover your information onto your mobile device, you will need to contact Supra, your phone carrier or the manufacturer of your device.

Due to possible technical complications and that further assistance may be required directly from Supra technical support, ORRA cannot guarantee that the eKEY programs will be fully installed and functioning on the day of the eKEY activation.

Please note that ORRA recommends that you have an unlimited data package as part of your plan with your provider as eKEY applications require the use of wireless minutes. Because of this, in order to download the eKEY applications, ORRA will need to use wireless internet minutes and you can be charged for these minutes by your phone provider in accordance to your plan.

**This Disclaimer will be valid from the date signed below until the termination of the service agreement between the keyholder and Supra for the key number listed below.**

\_\_\_\_\_  
Keyholder Name

\_\_\_\_\_  
Keyholder Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Member Number

**Internal Office Use**

Key #: \_\_\_\_\_

Pin #: \_\_\_\_\_

## Read and sign the end of the form:

1. **Possession of Key:** Each keyholder may possess **ONE KEY** at a time. If a key is lost or requires replacement for any reason, the replacement cost for the key shall be the replacement price set forth in the lease.
2. **Current Update Code:** The key has an update code that expires daily to prohibit further use of the key until a new current update code is obtained from Supra or the administrator (ORRA) (as defined in the Administration Agreement) and entered into the key. Update codes shall be issued only to keyholders in good standing with the organization. A keyholder is in good standing if he or she is in full compliance with all obligations related to the Service, including, without limitation, the Administrator's (ORRA) membership terms and these rules and regulations.
3. **Security of Equipment:** It is necessary to maintain the security of each key and the Personal Identification Number ("PIN") of each key to prevent the use of the key by unauthorized persons. Each party in possession of a key, whether such key is being actively used or not, shall abide by the following conditions:
  - a. To keep the key in such party's possession or in a safe place at all times;
  - b. Not to allow the PIN for the key to be attached to the key for any purpose whatsoever or to be disclosed to any third party;
  - c. Not to lend or otherwise transfer the key to any other person or entity, or permit any other person or entity to use the key for any purpose whatsoever, whether or not such other person or entity is a real estate broker or sales person;
  - d. Not to duplicate the key or allow any other person to do so;
  - e. Not to assign, transfer or pledge the key;
  - f. Not to destroy, alter, modify, disassemble or tamper with the key or knowingly or unknowingly allow anyone else to do so;
  - g. To notify the administrator (ORRA) immediately in writing, and in any event within 48 hours, of a loss or theft of the key or any KeyBoxes, and of all circumstances surrounding such loss or theft;
  - h. To complete and deliver to the administrator (ORRA) a stolen key affidavit (provided upon request by ORRA) prior to and as a condition of the issuance of a replacement key;
  - i. To follow all additional security procedures as specified by the administrator (ORRA); and
  - j. To safeguard the code for each KeyBox from all other individuals and entities, whether or not they are authorized users of the Service.
4. **Authorization:** Before a KeyBox is installed or used on any piece of real property, prior written authorization to install or use a KeyBox must be obtained from the property owner, as well as from any tenant(s) in possession of the property, if applicable. Extreme care shall be used to ensure that all doors to the listed property and the KeyBox are locked. All owners and/or tenant(s) of real property shall be informed that the KeyBox is not designed or intended as a security device.
5. **Statement of Administrative Procedures and Operating Standards:** Each keyholder and the organization acknowledges that the use of the service is also subject to the terms and conditions of the administration agreement and that failure of supra or the administrator to perform any of their respective obligations under the administration agreement may detrimentally affect such party's use of the service. Each keyholder and the organization expressly waives any right to exercise any right or remedy arising under, relating to or by virtue of any default by any person under the administration agreement and/or under any other agreement executed and delivered in connection with the use or leasing of the service. Each keyholder and the organization further acknowledges and agrees that the administrator may exercise any remedies any of them may have under the administration agreement.
6. **Acknowledgment:** Each party using a key, KeyBoxes or the service hereby acknowledges that neither the service, the KeyBoxes nor the keys, or any other Supra product used in connection with the service is a security system. The service is a marketing convenience key control system, and as such, any loss of keys or disclosure of personal identification numbers compromises the integrity of the service and each party agrees that it will use its best efforts to insure the confidentiality and integrity of all components of the service.

**7. Misuse of Supra Key:** Any misuse of the Supra Key will be considered a violation of membership duties under ORRA bylaws.

- a. All keyholders are strictly forbidden to lend their keys to any individuals for any reason.
- b. In the event that the keyholder's misuse has been noticed to the Association, the following actions will apply:
  - (1) Notice will be given to the keyholder of the apparent misuse, with the opportunity for the user to appear before the Board of Directors to show cause why his/her key privileges should not be suspended or terminated and a fine levied.
  - (2) The following penalties may be applied:
    - First offense: Fine up to \$1,000 and his/her key service may be turned off for a period of up to six months.
    - Second offense: Fine up to \$5,000 and his/her key service to be terminated for up to three years.
- c. ORRA may refuse to lease a key or may terminate existing keys held by an individual convicted of a felony or misdemeanor if the crime, in the determination of the board of directors, relates to the real estate business or puts clients, customers, or other real estate professionals at risk.

**8. Misuse of Lockbox:** Any misuse of the Lockbox will be considered a violation of membership duties under ORRA bylaws.

- a. Lockbox violations shall include, but are not limited to, unauthorized use of the lockbox, as outlined below:
  - (1) Not replacing the house key and/or lockbox key container.
  - (2) Leaving the lockbox on the property after the listing expires and/or closes or change of ownership. The lockbox must be removed within **five calendar days** after closing and/or expiration or termination of listing contract; after the five days, removal of the lockbox by the new listing broker is permitted.
  - (3) Taking the key from the lockbox of a former listing agency to put in a new listing agency's lockbox without written authorization of the seller.
  - (4) Allowing an unauthorized person to use a lockbox. An unauthorized person is defined as someone not authorized by the listing agent, including but not limited to members of the public, customers, or clients.
  - (5) Handing over the house key to another agent for showing after your showing.
  - (6) Unauthorized removal of the lockbox.
  - (7) Entering a lockbox property without proper authorization from the listing office.
  - (8) Compromising the security of the property and/or the integrity of the system.
- b. In the event the lockbox holder's misuse has been noticed to the Association, the following actions will apply:
  - (1) Notice will be given to the lockbox holder of the apparent misuse, with the opportunity for the user to appear before the board of director or a subcommittee of the board of directors, approved by the chairman of the board, to show cause why his/her lockbox privileges should not be suspended or terminated and a fine levied.
  - (2) Those members found in violation may be fined up to \$1,000, but not less than \$50 per offense.

**I have read and understand the Supra key regulations.**

**Name:** \_\_\_\_\_ **Member #:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

FOR QUESTIONS REGARDING THESE RULES AND REGULATIONS PLEASE CONTACT ORRA AT 407.253.3580



# Cooperating Association Request Form

## Cooperating Associations Requested Frequently

REALTOR® Associations of:	Phone	Fax
Lake & Sumter Counties Association	352.343.3003	352.343.7876
West Volusia Association	386.774.6433	386.774.7422
Lakeland Association	863.687.6111	863.688.8253
Greater Tampa Association	813.879.7010	813.876.4221
New Smyrna Beach Board	386.428.2104	386.426.6564
Daytona Beach Area Association	386.677.7131	386.677.7429

**I am a Member of the Orlando Regional REALTOR® Association.**

Date: \_\_\_\_\_

Name: \_\_\_\_\_ Member ID: \_\_\_\_\_

Office: \_\_\_\_\_

Office Address: \_\_\_\_\_

City, State: \_\_\_\_\_ Zip: \_\_\_\_\_

Office Phone: (\_\_\_\_) \_\_\_\_\_ Agent (or Office) Fax: (\_\_\_\_) \_\_\_\_\_

Agent's Contact Phone: (\_\_\_\_) \_\_\_\_\_ E-Mail: \_\_\_\_\_

Key #: \_\_\_\_\_ PIN #: \_\_\_\_\_

Note: Any changes to the information above needs to be reported to all Associations for which you have access.

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**Office Use**

I, \_\_\_\_\_, of the Orlando Regional REALTOR® Association do hereby certify that the above named member is permitted to use the KeyBox system.



## Supra Key System Access Instructions for Cooperating Associations

### Steps to Acquire Supra Key System Access for Cooperating Florida Associations

Your membership with ORRA will automatically grant you access in **ORANGE/SEMINOLE, OSCEOLA** and **EAST POLK** counties. You may request access to other counties in the state of Florida, please contact the association you are requesting access from in order to find out if they cooperate. Once confirmed, follow the steps below to acquire access.

#### **STEP ONE:**

Fax this completed form to each cooperating association for which you need access. Access is granted as a courtesy and the standard processing time is 48 business hours. However, your request may take up to two weeks for some associations. If you need immediate access, please call the cooperating association directly.

#### **STEP TWO:**

##### **ActiveKEY USERS:**

Upon confirmation of access from the cooperating association you will need to call KIM Voice or log onto KIMweb to obtain the update code you will need to enter into your ActiveKEY. Enter the update code under the screen stating Manually Input Update. For detailed instructions consult your ActiveKEY User Guide.

##### **eKEY USERS:**

Upon confirmation of access from the cooperating association, you will need to "eSYNC" TWICE in the same day for your key to recognize the new area. (Consult your Supra Key User Guide for detailed instructions for performing an "eSYNC").

Note: Your eKEY has already been programmed for access in Greater Lake, West Volusia, Lakeland, and Greater Tampa. If you wish to request access from any other area you will need to contact ORRA via phone or in person and have your key reprogrammed.

**You will only need to perform these procedures the FIRST time you obtain access to a new area. You are now ready to open KeyBoxes in your new area.**

If you ever change your key, you will need to start this process over again with the new key serial number.

Supra Key or KeyBox Customer Service: 1.877.699.6787  
9:00 AM - 10:00 PM ET Daily

Cooperating Association Request Form on Reverse ↪