



TALKING POINTS MARCH 2019

ZIPFORM – TRANSACTION DESK

The state association understands that members must have easy and reliable access to their forms in order to conduct business. Let's clarify some misconceptions about zipForm® and the new forms provider, TransactionDesk® by Lone Wolf Technologies, is **anticipated to be available in late March**. More information can be found on the Arizona REALTORS® website by searching "Transaction Desk."

zipForm® Standard (the offline/desktop version) will no longer be available. zipForm® Standard was a risky program because it allowed users to use outdated forms. Over the last couple of years, there were more than 20,000 instances where an incorrect version of the Residential Purchase Contract was used! Additionally, the state association has been paying a significant amount for this outdated program.

zipForm® Plus will remain a member benefit through at least December 2019. While zipForm® Plus is a free member benefit from NAR, zipForm® Mobile and MLS Connect are not. The NAR benefit zipForm® Plus works only on desktop and laptop devices – not iPads, phones, and other mobile devices. MLS Connect is also a separate contractual service. Therefore, **the Arizona REALTORS® pays for zipForm® Mobile and MLS Connect.**

If you are asked how this decision was made:

The state association is constantly working to provide members with the best business tools and no change in services are ever made unless and until the service program is fully vetted by members and staff.

At the beginning of 2018, the Arizona REALTORS® Business Services & Technology (BS&T) Committee discussed a variety of issues and concerns with our current forms provider. As a result, the Committee started the process of evaluating other nationally known forms providers. A survey of other associations regarding their members experiences with these forms providers was conducted.

After vetting a number of forms providers, the BS&T Committee made a recommendation to offer a new forms provider option to our members. A workgroup was formed in conjunction with the Risk Management Committee to evaluate the recommendation. Over 35 brokers and agents from all areas of the state participated in these evaluations and were unanimous in their recommendation.

Please be assured that this change has been carefully thought-out to ensure a smooth transition. 2019 Arizona REALTORS® President Patrick Lewis filmed a video in which he explains the forms provider decision-making process. The video, titled "**Arizona REALTORS 2019 President Introduces Transaction Desk**" can be found on the

association's YouTube channel "AAR Editor." If you have any additional questions, please do not hesitate to contact the association.

TRANSACTION DESK TRAINING

The state association is currently scheduling trainings for individuals to begin starting in late March. The trainings will consist of one of the following:

- **Live Webinars** – Every Wednesday at 10:00 there will be a live webinar for members to attend. Registration for these webinars can be found at: <https://attendee.gotowebinar.com/rt/8918817608694097155>
- **Live In-Person classes** –
 - Every two weeks the state association will have in-house training sessions held in the Meeting Center, training room #1. Dates are still being worked on.
 - Local associations who ask for live training for their members are being scheduled now; the first training sessions start the week of March 18th. The state association will try to accommodate all travel requests when possible, alternatively offering live streaming when necessary.
- **Recorded Webinars** – each of the webinars will be recorded and will be made available on an "at-will" basis.
- **Bite-Size Recordings** – the trainings will be segmented into 3 – 5 minute pieces; allowing members to learn what they want/need without having to spend an hour at a time listening to the recordings.
- **There will also be 5 training sessions during the Arizona REALTOR® Convention!**

The TransactionDesk® webpage on AARonline.com will be up during the week of March 4th with details and links to registration and support.

Please make sure to emphasize that: The state association will ensure that members have plenty of time to learn TransactionDesk® before zipForm® Mobile is discontinued as an Arizona REALTORS® member benefit.

401 K/Multiple Employer Plan (MEP)

As I am sure many of you are aware, many REALTORS® do not sufficiently save for retirement. Therefore, the state association has been evaluating a membership 401(k) plan that can provide a great value for members. This membership 401k plan would be offered in partnership with UBS Financial Services, Inc., who has served as the Arizona REALTORS® financial advisors for many years.

Through this partnership, the overall costs of an individual plan would be greatly decreased. The benefits would include:

1. A majority of the responsibility of running a 401(k) plan will be handled by the association and the plan fiduciaries.
2. If you are a broker your only responsibility will be to ensure that payroll is transferred promptly and accurately.
3. Full fiduciary protection - your fiduciary liability is lowered significantly as the new plan has full fiduciary coverage for the plan investments and administration of the plan.
4. Full customization - individual plans can be completely personalized to what works best for brokerage firms and its employees as well as individual members.

5. Lower costs - the investment and administrative costs would be significantly lower and are comparable to large corporate plans.
6. Professional investment management advice - UBS consultants will be available to help plan and manage the retirement funds.

Before Arizona REALTORS® forms a sponsored 401(k), the association needs to determine the level of member interest. To date, we have received positive feedback but no commitments. We value your opinion and want to hear if you feel this is something that you and/or your agents would be interested in.

SINGLE SIGN-ON

In March 2018 Single Sign-on was launched. As of February 1, 2019, over 27% of our members have enrolled. Single sign-on is a dashboard designed to help members save time and improve their security. It gives members one central location in which they can access the websites and applications they use the most in their business every day, and you only need to use one password! Basically, the need to keep track of different passwords for each website or application has been eliminated! If you haven't signed up, please do so today!

****If there are members who have not enrolled yet, ask them to do it today. Even if they are not in front of a computer, they can do it on their phones!***

The easy enrollment steps:

1. Ask them to open a web browser and go to **dashboard.azrealtorsso.com**.
2. Their user name is their **NRDS ID** and their password is their **last name (first letter is capitalized)**.
3. Three things will happen; they will be asked to:
 - a. agree to the user agreement
 - b. provide the answers to 3 security questions, and
 - c. create a new password.

That's it – they are enrolled!

Additionally, brokers can also have a presence on the Arizona REALTORS® SSO dashboard; there are three ways to participate, one of which is FREE!

If you have any questions about Single Sign-on please feel free to contact Nick at nickcatanesi@aaronline.com, or Michelle Kechely at michellekechely@aaronline.com.

TECH HELPLINE

Tech Helpline is a member benefit included in your association dues that provides general tech support for computers, tablets, printers, scanners, smartphones, and more. To use Tech Helpline, simply call and provide the support analyst with your NRDS number and they will assist you.

The Top 10 Reasons members called Tech Helpline in 2018 were:

Hardware related issues; Email related issues; General questions; Browser issues; Operating system issues; Software: Other Applications; Websites (login, display problems); Viruses & Antivirus Software; Network issues; and Slow computer.

RISK MANAGEMENT - Message to RVPs from General Counsel Scott Drucker:

“As you know, the Risk Management Committee implements and oversees programs designed to mitigate risk for consumers, as well as all Arizona REALTORS®. To achieve its goal, the Committee tries to stay abreast of risk management issues that members are experiencing across the state. I therefore wanted to reach out to the five of you and welcome you to share with me and Committee Chair, Lisa Paffrath, any risk management issues members are experiencing in your respective region. Additionally, if there is any action your region would like the Risk Management Committee to consider taking, please don’t hesitate to share that as well.

Our last Risk Management Committee meeting took place on Tuesday, January 8th. If there are issues you would like the Committee to consider at an upcoming meeting, please be sure to provide those to us.

Thank you and please don’t hesitate to contact me with any questions. Have a great day!”

***RVPs, please ask the attendees if they have any Risk Management concerns for your region.**

TOTES FOR HOPE

The Totes for Hope Initiative, which helps the homeless by donating much needed personal care items, is going strong! Throughout the year Monica Schulik accepts donations from members throughout the state and periodically delivers them to organizations in Phoenix.

Monica has put together an **Amazon Wish List** at this link:

https://www.amazon.com/registry/wishlist/XQH67WJDXLH3/ref=cm_sw_em_r_mt_mt_wl

To find the list:

1. Go to Amazon.com
2. Click on “Accounts & Lists”
3. Click on “Find a List or Registry”
4. Type in “Monica Schulik”

If you are interested in donating items, you can select any item(s) from the list, it will ship directly to the Arizona REALTORS building and Monica will deliver it to the organizations in Phoenix. It’s that simple!

During these colder months we’d like to get as many items ordered and donated as we can to help keep our homeless population warm. If you are interested in learning more about this initiative, please contact Monica at monicaschulik@aaronline.com. Thank you!

UPCOMING EVENTS

Arizona REALTORS Convention – March 26th – March 28th – Scottsdale Plaza Resort

Region 11 Leadership Conference – April 11th – April 12th – The Wigwam - Litchfield Park

REALTOR® Caucus – Thursday, September 5th

Arizona REALTORS® Leadership Conference – October 17th & October 18th – Embassy Suites Phoenix/Paradise Valley