

## **Information, But Not Advice, From the MREC Staff**

Mississippi Real Estate Commission (MREC) staff is always ready and willing to provide assistance to licensees and to the public.

However, that assistance must come only in providing information. The staff cannot provide interpretations of the License Law or the Rules and Regulations or advise callers on how to proceed in a particular situation.

Often the staff receives requests for advice on or interpretations of contracts. Staff members are unable to help with those requests. No staff person is licensed to practice law. Secondly, not even an attorney could give competent advice or interpretation over the phone without having seen the contract itself. Third, the Commission is not authorized to give legal advice to anyone.

However, the Commission staff can and does provide substantial assistance to licensees and the public by:

1. Referring callers to relevant provisions of the License Law and Rules and Regulations;
2. Describing the process for inactive, reactivating or closed real estate license;
3. Providing a licensee with continuing and post licensure education information;
4. Revealing whether a particular individual or firm is licensed and whether there has been any formal disciplinary action;
5. Mailing any of the Commission's information or application forms and answering any questions about them;
6. Providing information concerning approved education providers;
7. Explaining how to file a complaint with the Commission and providing information concerning obtaining a compliant form; and

8. Providing names and phone numbers of other agencies or organizations which might be of assistance to the caller.

Just as staff members cannot interpret the License Law and Rules and Regulations or give any advice, they cannot:

1. Waive or modify any requirements of the License Law or Rule and Regulations;
2. Assist in resolving disputes about transaction commissions or earnest money, or;
3. Recommend a firm, broker or school.