

STANDARD OPERATING PROCEDURE:

All Citi Living Solutions agents are required by State Law to uniformly apply their Brokerage's Standard Operating Procedure (SOP) when qualifying Buyers/Renters.

The Citi Living Solutions SOPs are as follows:

1. **Prospective Client's IDs:** Buyer(s)/Renter(s) who are unaccompanied by their agent must provide their identification before entering a property or making an offer; when accompanied, the accompanying agent must either show their identification or that of their client(s)/customer(s).
2. **Exclusive Broker Agreement:** No exclusive brokerage agreements are required for buyer(s)/renter(s) to work with Citi Living Solutions agents, but they should nonetheless be solicited.
3. **Pre-Approval / Proof of Funds:** Proof of funds (excluding proof of income), including mortgage pre-approval when an offer includes financing, is required before making an offer to purchase/rent.

Property owners are nonetheless free to set their own qualifying criteria so long as such criteria is established in advance of soliciting buyers/renters, is applied uniformly and objectively to all buyers/renters and is non-discriminatory. Further, such criteria may only be directed by a property owner if such owner directs their criteria in writing, inclusive of the date of such direction.