



# OneKey™ MLS Selects SentiLock as the Lockbox System Provider for Entire OneKey™ MLS Market

## FAQ's for Supra Users

### How did this decision come about?

When OneKey™ MLS was formed; HGMLS had a lockbox contract with Supra while the MLSLI market was served by SentiLock, a wholly owned subsidiary of the National Association of REALTORS®, under their agreement with the Long Island Board of REALTORS®. This is problematic as more OneKey MLS subscribers are taking listings and showing properties throughout the entire regional area and are coming across listings using a lockbox system they do not have easy access too.

### What was the process in selecting SentiLock?

With both the Supra and SentiLock contracts expiring in the fall of 2021, a Task Force comprised of frequent users of both systems was formed. Task Force members watched presentations on both systems, asked pertinent questions, and analyzed the benefits and drawbacks of each.

### What kind of lockbox does SentiLock use?

The SentiGuard® lockbox – SentiLock's next-generation electronic lockbox – is the most reliable, easy-to-use, and smartest lockbox on the planet. It is packed with industry-first technology so REALTORS® can securely and conveniently access homes while creating great showing experiences.

### How is it different from SentiLock's previous-generation lockbox?

SentiGuard® is a major enhancement to SentiLock's lockbox solution, featuring more than 20 new innovative features. The SentiGuard® lockbox is designed to maximize productivity, ensure great client experiences, and provide the highest level of security innovation in the real estate industry.



## FAQ's Continued

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### **What are the most significant benefits of the new SentiGuard box?**

- Multiple lockbox access methods – use the SentiKey® Real Estate app with your PIN, fingerprint, or facial recognition - or, open with just a tap, using the “touch-n-show” feature.
- Provide secure non-member, time-specific access via the SentiConnect® mobile app or the new Flex-Codes.
- Provide time-specific access to OneKey members via the “Access by Appointment” feature.
- Utilize the industry's most durable and reliable electronic lockbox, with the longest battery life.

### **When will the conversion to SentiLock be completed?**

The Supra agreement expires on September 30, 2021 so the conversion needs to be completed before that date.

### **What about all of the Supra lockboxes purchased in the past?**

Former Supra users will receive a new SentiLock box for each Supra box returned as long as they have subscribed to SentiLock prior to December 1, 2021.

### **How will the lockbox exchange work?**

Details will be published over the coming months on where, when and how lockboxes can be exchanged. All information will be posted on OneKey™ MLS communication channels including Matrix and the HG Member Portal.

### **What to Expect During the Conversion Period**

Despite the complexity of converting to a unified lockbox system, we anticipate few customer and user issues due to SentiLock's reputation for smooth and efficient conversion.

Training and support will be available to all subscribers during the conversion period, and subsequently as well. All information will be communicated to our subscribers as it becomes available.

### **What happens when this year's Supra subscription ends on June 30, 2021?**

Supra subscribers are paid through June 30, 2021, and will continue using Supra for an additional 3 months ending on September 30, 2021. A \*\$36 fee for those 3 months will be added to the initial SentiLock subscription that goes into effect on October 1, 2021.



## FAQ's Continued

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### **What will the annual fee for SentiLock be?**

The initial subscription fee will be \$90 per user, which will cover the cost for 9 months beginning October 1, 2021 through June 30, 2022.

Supra users will be billed \*\$126, which reflects the \$36 added charge for July 1, 2021 – September 30, 2021.

Beginning July 2022, future fees will be based on a 12-month period.

### **Rather than lockbox access being provided by member subscription, could this just be included as part of our annual OneKey™ MLS subscriber fee?**

No. After checking with NAR, we've learned that New York is one of approximately 15 states where it has been ruled that including optional services such as lockbox access is not allowed.