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**TREC Rules for Zoom Classes**

- Login/check-in for class begins 20 minutes before the stated class start time and ends once the class begins. Students must be logged in and their identification verified by the proctor BEFORE the stated class start time.
- Students must be visible on camera AT ALL TIMES to receive CE credit.
- Students may not take phone calls during class to receive CE credit. Instructors will provide time for breaks and lunch (if applicable). During designated break/lunch time, attendees may take care of personal calls, emails, etc. NOTE: Attendees should NOT log out at any time during the class.
- Students may not participate in computer-based work while attending class to receive CE credit.

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- Students may not "Step away" from the camera for any reason to receive CE credit. If an emergency arises, please use the "chat" feature to privately notify the proctor of your situation.
- Students are also responsible for the performance of their own technology including audio volume, video clarity and reliable internet connection.
- Video, audio and internet access are all needed to access are all needed to successfully "attend" class.
- Providers must maintain a recording of electronically streamed course.
- Your camera must remain stable and UNMOVED during the course broadcast. Excessive camera movement is distracting and may result in a student's removal from the class at the instructor's discretion.
- No sharing a room with other students unless permission has been granted in writing from the provider.

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### FACT

- Every year real estate licensees across the country are threatened, robbed and physically or sexually assaulted while fulfilling the everyday requirements of their jobs. Some even lose their lives.



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Bedford VA, San Antonio TX,  
California

"It will never  
happen to me"



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- **Andrew VonStein**, a 51-year-old real estate agent in Ohio's Portage County, was **shot dead** by a disgruntled client in one of the homes listed by the agent. The top agent was allegedly lured to the home by Robert W. Grigelaitis, who was upset about a sour deal that resulted in his wife losing her home.
- **Vivian Martin**, the owner of Essence Realty, was **found dead** in a listed home engulfed in flames in Youngstown, Ohio. The real estate agent, a colon cancer survivor who was battling liver cancer at the time, was robbed of \$56 and strangled by men claiming to be home buyers.
- 40-year-old **Sarah Anne Walker** was hosting an open house at a model home in McKinney, Texas, when she was **stabbed 27 times** by a felon out on parole. Her alleged **killer** was later arrested.

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- The body of **Brenda Wilburn** was found **bound** inside the closet at her home in Pulaski, Tenn. The real estate agent was allegedly **murdered and robbed** by Robert Wayne Garner, who will stand trial on August 8.
- 71-year-old **Ann Nelson** was **robbed, strangled and beaten** with a fireplace poker while showing a home to a man she believed was a prospective home buyer.
- An Orange County **real estate agent** was **raped and bludgeoned** by a man masquerading as a prospective home buyer. The man raped the agent after finding her photo online. The agent was able to **survive** the brutal attack by alleged assailant Shawn David Yates after pretending to be dead.

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- For Beverly Carter, a 50-year-old mother of three who told her husband that she was going to show a house to a potential buyer ...
- She was selected from an Internet ad, based on the fact that she worked alone.
- Upon meeting Carter at a house under the guise of being a potential buyer, her killer told Beverly "You're about to have a very bad day," before subduing her and binding her with green duct tape.
- Beverly's body was eventually recovered in a shallow grave on the grounds of a concrete company.

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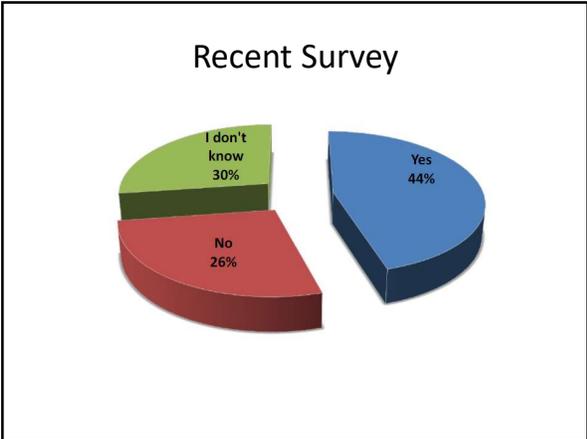
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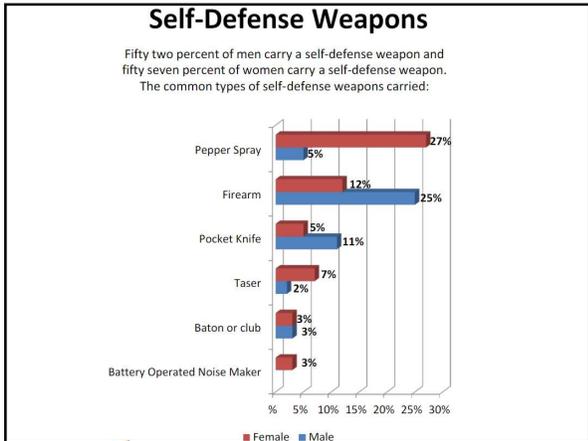
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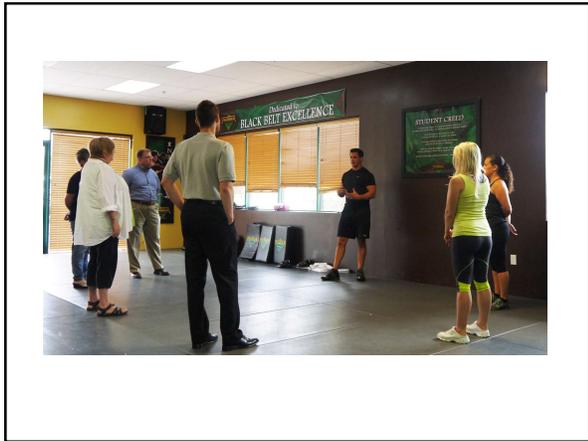
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### Fight or Flight?

- Escape is the best self defense.
- No resistance...
- Stalling for time...
- Distraction then flight...
- Verbal assertiveness...
- Physical resistance...
- Pay attention...

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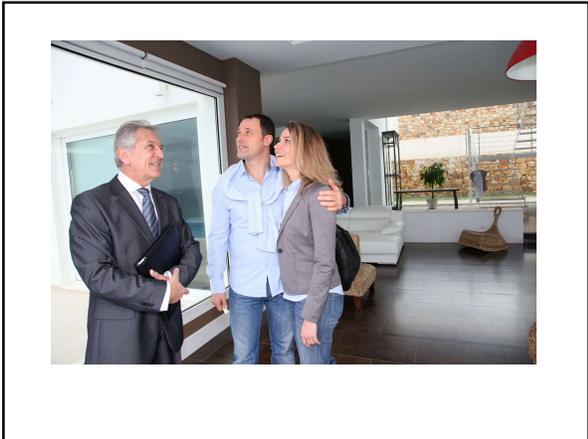
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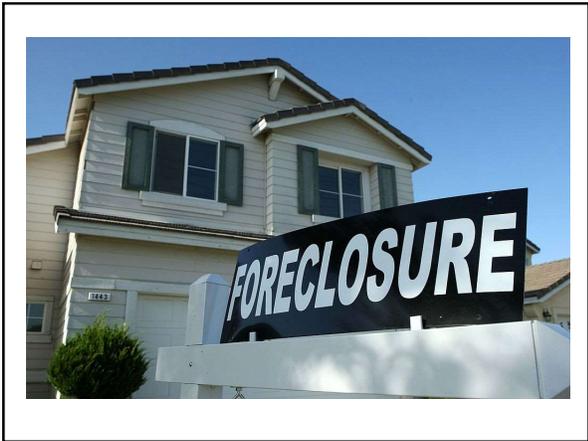
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### Showing Foreclosures: Safety Tips

- **Inspect the exterior.** Walk around the perimeter before you enter the house and make sure the door hasn't been kicked in and no windows are shattered.
- **Don't confront a squatter.** If a squatter is in the home, leave immediately. Call law enforcement once you've left and allow police to deal with any trespassers.
- **Use the buddy system.** Ask a coworker, spouse, friend, or family member to come with you when you show the home.
- **Let others know where you are.** Before you leave, tell your coworkers, family, or friends where you are, whom you are with, and when you expect to return.
- **Visit during the day.** Visiting homes at night makes it more dangerous. Try to make appointments during daylight hours only.

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## Showing Property Alone



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## Showing Alone: Safety Tips

- **Use the buddy system.** There's always strength in numbers. Whether you bring a coworker, spouse, or even your German shepherd, avoid going alone.
- **Don't go into confined places.** Avoid basements and attics — it's too easy to become trapped. Instead, know the selling points of these rooms and remain in the foyer on the first floor with the front door open as the buyer tours these areas. If you must join them in each room, always stay by the door, leaving doors open so you can flee more easily if necessary.
- **Walk behind.** Let potential buyers take the lead when exploring a home, with you always following behind.
- **Let others know where you are.** Tell them where you are going, when you will be back, and who you're with. Better yet: Share this information while the client is with you so they know someone else knows where you are.
- **Have an excuse.** If you feel uncomfortable, tell the person you just received a text and you must respond or that you have to call the office or another agent with buyers is on the way.

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## Meeting a Customer for the 1<sup>st</sup> Time



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## 1<sup>st</sup> Meeting: Safety Tips

- **Meet at the office first.** Get them on your territory before you visit any property with them so you can learn more about them and collect personal information about them for your files.
- **Ask for identification.** The public is used to having their identification checked, so don't be reluctant to ask because you're scared you'll offend someone.
  - Tell clients it's company policy that all clients' driver's licenses are photocopied. This will significantly reduce your risk because the bad guys don't want to give you their I.D. or get their picture taken.
- **Have all clients fill out a customer identification form.**
- **Introduce them to a coworker.** When you meet them at the office, introduce them to at least one other person in your office. Criminals won't like that others have seen them for identification purposes.

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Place Your Logo Here

**Prospect Identification Form**

This form is designed for your safety and security, along with that of property owners and our agents. We appreciate your consideration and cooperation. All security information is confidential and will not be sold or used for solicitation purposes.

This information may be subject to verification. Form is to be kept in branch office.

AGENT'S NAME \_\_\_\_\_ DATE \_\_\_\_\_

YOUR NAME(S) \_\_\_\_\_

HOME ADDRESS \_\_\_\_\_

HOME & BUSINESS NUMBERS \_\_\_\_\_

IN/FROM/OUT OF TOWN \_\_\_\_\_ LOCAL CONTACT PHONE \_\_\_\_\_

LOCAL ADDRESS \_\_\_\_\_

HOW/WHEN CAN WE BE CONTACTED AT THIS LOCATION UNTIL \_\_\_\_\_

EMPLOYER \_\_\_\_\_ PHONE \_\_\_\_\_

**AUTO**

MAKE & MODEL \_\_\_\_\_ COLOR \_\_\_\_\_

OWNER \_\_\_\_\_

LICENSE NUMBER \_\_\_\_\_ STATE \_\_\_\_\_

(Photocopy Driver's License(s) or other Photo IDs and attach to this form.)

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## Transporting Strangers in Your Car



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## Strangers In The Car: Safety Tips

- **Drive separately.** Have the client follow you from listing to listing. If you absolutely have to take one car, then you should drive.
- **Watch where you park.** Make sure your car won't be blocked in and that you park in a place where you'll be able to get out quickly. Park on the street or the curb, if possible.

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## Open Houses



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## Open Houses: Safety Tips



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## Flashy Personal Marketing



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## Flashy Marketing: Safety Tips

- **Avoid provocative photos in your marketing.** Low-cut blouses, full-body photos, and
- **Watch what you wear.** Only wear shoes that you can run in. Avoid short skirts, low-cut tops, and expensive jewelry.
- **Protect your personal information.** Use your cell phone number and office address in your marketing so it can't be tracked back to your home address. Never use your home address or home phone number.

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## REALTOR® 10 Second Rule



- **Take 2 seconds** when you arrive at your destination.
- **Take 2 seconds** after you step out of your car.
- **Take 2 seconds** as you walk towards your destination.
- **Take 2 seconds** at the door.
- **Take 2 seconds** as soon as you enter your destination.

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## Commonly Used Apps For Safety

- Life360
- iPhone Find My Phone
- Bsafe
- Guardly
- Google Family Locator
- SafeTrek



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## Additional Items to Consider



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## Personal Safety Tips for Real Estate Professionals



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# Agent Identification Form

This form is designed for our agents' safety and security. In case you have an accident or encounter other problems, this information will make it much easier for us to contact your family and/or law enforcement officials. All information will be kept confidential.

UPDATED: \_\_\_\_\_

**NAME:** \_\_\_\_\_

**HOME ADDRESS:** \_\_\_\_\_

**CONTACT NUMBERS:** (Include area codes)

MOBILE: \_\_\_\_\_ HOME: \_\_\_\_\_

PAGER: \_\_\_\_\_ HOME OFFICE: \_\_\_\_\_

OTHER: \_\_\_\_\_

**EMERGENCY CONTACTS:** (Provide at least one)

NAME	RELATIONSHIP	PHONE(S)
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\_\_\_\_\_

\_\_\_\_\_

**AUTO:** (List your most frequently used auto first)

MAKE & MODEL: \_\_\_\_\_ COLOR: \_\_\_\_\_

OWNER: \_\_\_\_\_

LICENSE NUMBER: \_\_\_\_\_ STATE: \_\_\_\_\_

**2<sup>nd</sup> AUTO:**

MAKE & MODEL: \_\_\_\_\_ COLOR: \_\_\_\_\_

OWNER: \_\_\_\_\_

LICENSE NUMBER: \_\_\_\_\_ STATE: \_\_\_\_\_

**PRIMARY PHYSICIAN:** \_\_\_\_\_ PHONE: \_\_\_\_\_

**SPECIAL MEDICAL CONDITIONS/MEDICATION:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Note:** Keep a record of your major credit card information in a safe, accessible place in case of an emergency, loss or theft of cards.

## Prospect Identification Form

**This form is designed for your safety and security, along with that of property owners and our agents. We appreciate your consideration and cooperation. All security information is confidential and will not be sold or used for solicitation purposes.**

This information may be subject to verification. Form is to be kept in branch office.

AGENT'S NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

YOUR NAME(S): \_\_\_\_\_

HOME ADDRESS: \_\_\_\_\_

HOME & BUSINESS NUMBERS: \_\_\_\_\_

IN FROM OUT OF TOWN: \_\_\_\_\_ LOCAL CONTACT PHONE: \_\_\_\_\_

LOCAL ADDRESS: \_\_\_\_\_

I (WE) CAN BE CONTACTED AT THIS LOCATION UNTIL: \_\_\_\_\_

EMPLOYER: \_\_\_\_\_ PHONE: \_\_\_\_\_

### **AUTO**

MAKE & MODEL: \_\_\_\_\_ COLOR: \_\_\_\_\_

OWNER: \_\_\_\_\_

LICENSE NUMBER: \_\_\_\_\_ STATE: \_\_\_\_\_

# LICENSEE ITINERARY FORM

This form is designed for your safety and security.  
Your use of this form is completely voluntary.  
Please leave the completed form with the OA or Receptionist.

LICENSEE: \_\_\_\_\_ DATE: \_\_\_\_\_

CUSTOMER/CLIENT NAME(S): \_\_\_\_\_

ANTICIPATED TIME OF RETURN TO OFFICE: \_\_\_\_\_ AM \_\_\_\_\_ PM

MY CONTACT PHONE WHILE OUT OF THE OFFICE: \_\_\_\_\_

**THIS IS A LISTING APPOINTMENT:** \_\_\_\_\_ Yes \_\_\_\_\_ No

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

Phone(s): \_\_\_\_\_

**SHOWIING ITENERARY:** - List all houses you are showing to this customer/client on this date.

MLS#: \_\_\_\_\_ Time Scheduled: \_\_\_\_\_

COMMENTS: \_\_\_\_\_

\_\_\_\_\_