



Alabama Real Estate Commission
Empowering | Connecting | Educating
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BRIEFLY LEGAL AND COMMISSION NOTE

Complaints and Online Payment Receipts

September 27, 2019

TODAY'S QUESTION

Someone sent a complaint to the commission about me. What happens now?

THE ANSWER

Don't panic—the Alabama Real Estate Commission (Commission) receives about 1000 written complaints per year and the vast majority of those do not result in a hearing. Once a written complaint is received, it is assigned to one of four investigators. Those investigators will review the complaint, contact the parties involved and their qualifying broker, and inform them of the complaint. Then a thorough investigation will be done. This includes interviews, gathering documents, pictures, and whatever information may be necessary. Then an assessment will be made to determine if the Commission has jurisdiction and if so, if there is probable cause to hold a hearing. The Commission averages less than 20 formal complaints each year. See? I told you there was no need to panic! As always, if you have any questions, please contact our legal division at 334-242-5544.

COMMISSION NOTE

Have you renewed online with a credit card and wondered why your receipt came from Alabama Interactive and your fee was paid through the "State of Alabama?" The reason for this is that Alabama Interactive is the contracted vendor for processing online transactions for all state agencies. Alabama.gov is the last part of the email address for state agencies so that indicates a payment has been made to a state agency. In this case payment is to the Alabama Real Estate Commission. Some licensees have cancelled payment when they did not see "Alabama Real Estate Commission" on the receipt or as the vendor on the credit card statement. This has resulted in renewal fees being unpaid and licenses unexpired. Be aware that receipts for online transactions when paying the Alabama Real Estate Commission will not have our name on them. PLEASE contact us before you cancel a transaction and we will be happy to verify what you paid for online. Also note that the convenience fee that is added to your license fee for credit card transactions is 3.5% and is paid to Alabama Interactive for the charge by the credit card companies. The charge for eChecks is \$3.50 per eCheck.

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