**Mandatory vs. Voluntary Arbitration:**

a. Mandatory arbitration involves:

- REALTOR® principal of Company #1 vs. REALTOR® principal of Company #2.

- REALTOR-ASSOCIATE® or REALTOR® non-principal of company #1 vs. REALTOR-ASSOCIATE® or REALTOR® non-principal of company #2 if the principals of the respective firms join the request.

- Client vs. REALTOR® principal – (when the client files he or she has then consented to arbitration).

A REALTOR® Principal may not force a client to arbitrate, however, if the principal and client agree in their brokerage agreement it would be mandatory.

b. Voluntary arbitration involves:

- REALTORS® or REALTOR-ASSOCIATES® in the same firm (“in-house” disputes).

- REALTOR® principal and non-REALTOR® broker principal.

- REALTOR® principal and customer.

- REALTOR® principal filing a request for arbitration where the respondent is not a member nor MLS participant and there is not an inter-board cooperative agreement.