**Errata**

At Dearborn™ Real Estate Education, we are proud of our reputation for providing the most complete, current, and accurate information in all our products. We are committed to ensuring the kind of quality you rely on. Please note the following changes, which will be reflected in the next printing of *Real Estate Brokerage: A Management Guide, Ninth Edition*.

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| **Page/Location** | **Was** | **Change to** |
| 137, second paragraph | That may also mean helping people with divergent views, self-protecting instincts, and other bones they want to pick make some concessions. | That may also mean helping people with divergent views, self-protecting instincts, and other bones they want to pick—make some concessions. |
| 329, first bullet | Credits checks performed by a third-party consumer reporting agency (CRA) provide information about character, general reputation, and lifestyle as well as the customary credit information. | Credit checks performed by a third-party consumer reporting agency (CRA) provide information about character, general reputation, and lifestyle as well as the customary credit information. |
| 426, second paragraph | Companies can also engage the services of commercial enterprises that develop quality service programs and surveys, such as QSC (www.qualityservice.org), or use NAR’s survey service. | Companies can also engage the services of commercial enterprises that develop quality service programs and surveys, such as QSC (www.ratedagent.com), or use NAR’s survey service. |
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