

Please read the following FAQ before contacting IMLS for billing questions.

1. You are no longer paying your broker for IMLS dues.
2. You are now paying your bill directly to IMLS.
3. You are being billed quarterly, not monthly.
4. The statement you received is for the new quarter IMLS Dues and any additional purchases made in the previous quarter. (Not Your Association Dues.)
5. Your bill may be higher than \$66 if you have IDX or Tour Factory thru IMLS or made any purchases at IMLS.
6. IMLS bills your dues and services ahead of time; however, your statement will always read "Activity Through Date" as ending in previous quarter to pick up anything purchased in the previous quarter.
7. If you already have a credit card on file, you still receive an invoice for your records.
8. Authorized credit cards on file will be processed no later than the end of the second week in the new billing period.
9. You may have stored a credit card on file, but this does not give IMLS the authority to automatically run your credit card quarterly. You must have a Credit Card Authorization Form on file with us.
10. If you have been inactivated and pay your bill online, you must still call IMLS to reactivate your account.
11. Due to large call volume and email, you may experience a delay in response.