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HEARINGS OFFICE



REAL ESTATE COMMISSION
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS
STATE OF HAWAII

In the Matter of the Real Estate Broker's)	REC 2023-107-L
License of)	
)	
CERTIFIED MANAGEMENT, INC.,)	REAL ESTATE COMMISSION'S
doing business as ASSOCIA HAWAII,)	FINAL ORDER
)	
Respondent.)	

COMMISSION'S FINAL ORDER

On July 25, 2024, the Hearings Officer in the above-referenced matter submitted her Findings of Fact, Conclusions of Law, and Recommended Order ("Recommended Order") recommending that the Real Estate Commission ("Commission") find and conclude that Respondent violated § 467-7, Hawaii Revised Statutes ("HRS"), and be ordered to pay a \$1,000 fine within sixty days of the Commission's Final Order. On August 6, 2024, Petitioner Regulated Industries Complaints Office ("RICO") filed its Exceptions to the Recommended Order. On August 21, 2024, Respondent filed its Statement in Support of the Recommended Order.

On September 27, 2024, the Commission considered this matter and heard oral arguments from the parties. Commissioners Senter and Emery recused themselves from this matter and left

the room before arguments were presented. Seth Corpuz-Lahne, Esq., appeared and argued for Petitioner RICO. James Rooney, Esq., appeared and argued for Respondent. Despite lengthy deliberations by the Commission, a motion was not carried to reach a decision.

On December 18, 2024, the Commission considered this matter again. Upon review of these proceedings, the Commission accepts and adopts all of the Hearings Officer's Findings of Fact. The Commission also accepted the Hearings Officer's recommendation that the Commission find and conclude that Respondent violated HRS § 467-7 (License required to act as real estate broker and salesperson). It is undisputed that Respondent practiced real estate activities by providing condominium management services while its license was on involuntary inactive status from January 1, 2023, to April 9, 2023 (ninety-nine days). The center of dispute focused on the appropriate sanction for such activity.

The Commission disagreed with and rejected the Hearings Officer's position that the lack of injury is a factor in calculating the harshness of a sanction. "The public policy of this State, as expressed by the legislature" requires that certain activities, and persons or entities practicing such activities "be licensed." State by Minami v. Andrews, 65 Haw, 289, 292, 651 P.2d 473, 474 (1982). In that case, the Supreme Court of Hawaii found that the "continuing operation of a school without a license is *per se* an irreparable injury to the public policy of the State." Id. See also, Marsland v. Pang, 5 Haw. App. 463, 701 P.2d 175 (1985).

Clearly, the State has an interest in ensuring licensure --and the requisite qualifications of examination, education, and experience entailed with licensure -- of practitioners of certain activities for consumer protection. Whether it be physicians or motor vehicle repair mechanics, In the Matter of the Real Estate Broker's License of Certified Management, Inc., doing business as Associa Hawaii; REC-2023-107-L, Commission's Final Order

the State requires licensure to ensure the health, safety, and welfare of consumers. It is irrelevant that the services of an unlicensed physician or repair mechanic did not actually result in injury of a patient or consumer. The State has a legitimate concern that the unlicensed activity has the potential to cause serious injury, financial, physical, or otherwise, and continued unlicensed activity is *per se* an injury to the public policy of the State.

That said, the Commission does consider the unlicensed practice of real estate due to the lack of sufficient continuing education (CE) credits needed for renewal of a license to be a violation warranting a serious sanction, especially for brokers who are also responsible for the licensure of sales agents under its supervision. The commission notes the table of cases in Respondent's Statement of Support includes cases that were resolved through Settlement Agreements. Because Settlement Agreements are negotiated between the parties, the Commission cannot modify any terms of the agreement, including the sanctions, and is limited to either accepting or rejecting such agreements. Unlike those cases, this matter proceeded to a contested case hearing. Pursuant to § 16-201-46, Hawaii Administrative Rules, the Commission has the authority and discretion to modify, in whole or in part, the Hearings Officer's recommended order, and fashion a sanction as it deems appropriate. Thus, the Commission calculates a \$1,000 fine per day for the ninety-nine (99) unlicensed days to equal a \$99,000 fine.

The Commission also considered the mitigating factors in this matter. First, the Hearings Officer found Ms. Briones, the principal broker for Respondent, to be a credible witness who testified that she completed the requisite number of CE credits but had inadvertently listed a CE course she took in a prior biennium period that could not be counted in the subject biennium.

In the Matter of the Real Estate Broker's License of Certified Management, Inc., doing business as Associa Hawaii; REC-2023-I07-L, Commission's Final Order

Ms. Briones had other CE credits that she could have submitted that were eligible to be counted. The lack of sufficient CE credits seems to be technical in nature and an inadvertent oversight.

Additional mitigating factors appear to be the personal circumstances of Ms. Briones, who struggled with her own health while providing primary care giving for numerous family members during the subject time period, Ms. Briones accepting responsibility for the inactive status of her and Respondent's licenses, Ms. Briones' regret and remorse for not checking on her license status renewal and status sooner, and Ms. Briones' otherwise spotless record of licensure. Ms. Briones' and Respondent's acceptance of responsibility differs greatly from the case heavily relied upon by Petitioner (State v. Burkey, Civil No. 3CCV-21-0000352), and attached to its Exceptions, in support of a higher monetary sanction. In that case, the individual practicing property management never held or even applied for a real estate license. For years Ms. Burkey lied to and stole monies from consumers, and failed to appear in court, resulting in a default judgment against her. The Burkey case is clearly distinguishable from this matter, and the Commission declined Petitioner's proposition that it provides guidance here. The Commission also declined to consider the number of Respondent's clients as a factor in calculating an appropriate sanction.

Instead, the Commission considered the mitigating factors of Respondent to warrant a reduction of the \$99,000 fine by half, resulting in a final fine of \$49,500. On February 11, 2025, the Commission issued its Proposed Final Order proposing that Respondent pay the \$49,500 fine within sixty days of the Commission's Final Order by sending within the sixty days a certified check or money order made payable to the DCCA Compliance Resolution Fund to the Regulated

In the Matter of the Real Estate Broker's License of Certified Management, Inc., doing business as Associa Hawaii; REC-2023-107-L, Commission's Final Order

Industries Complaints Office, 235 South Beretania Street, 9th Floor, Honolulu, Hawaii 96813. If Respondent fails to abide by any term of this Final Order, the Commission, at its discretion, may pursue additional disciplinary action as provided by HRS § 92-17 and any other applicable law to include further fines and other sanctions as the Commission may deem appropriate.

The Commission did not receive any Statement in Support or Written Exceptions from either party ~~after the issuance of its Proposed Final Order~~. Accordingly, the Commission adopts its Proposed Final Order as the Commission's Final Order.

DATED: Honolulu, Hawaii, March 28, 2025.

~~In the~~ Matter of the Real Estate Broker's License of Certified Management, Inc., doing business as Associa Hawaii; REC-2023-107-L, Commission's Final Order



DERRICK YAMANE
Chairperson

NIKKI SENTER
Vice Chairperson



AUDREY ABE
Commissioner



JENNIFER ANDREWS
Commissioner

RICHARD EMERY
Commissioner



RUSSELL KYONO
Commissioner

P. DENISE LA COSTA
Commissioner

John Love

JOHN LOVE
Commissioner

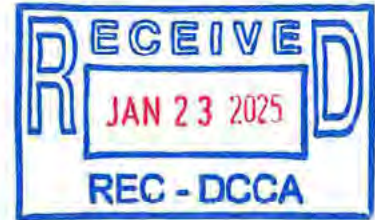
Commissioner

In the Matter of the Real Estate Broker's License of Certified Management, Inc., doing business as Associa Hawaii; REC-2023-107-L, Commission's Final Order

DEPT. OF COMMERCE
AND CONSUMER AFFAIRS

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HEARINGS OFFICE



REAL ESTATE COMMISSION
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS
STATE OF HAWAII

In the Matter of the Real Estate Broker's)	REC 2023-107-L
License of)	
)	
CERTIFIED MANAGEMENT, INC.,)	REAL ESTATE COMMISSION'S
doing business as ASSOCIA HAWAII,)	PROPOSED FINAL ORDER
)	
Respondent.)	
_____)	

COMMISSION'S PROPOSED FINAL ORDER

On July 25, 2024, the Hearings Officer in the above-referenced matter submitted her Findings of Fact, Conclusions of Law, and Recommended Order ("Recommended Order") recommending that the Real Estate Commission ("Commission") find and conclude that Respondent violated § 467-7, Hawaii Revised Statutes ("HRS"), and be ordered to pay a \$1,000 fine within sixty days of the Commission's Final Order. On August 6, 2024, Petitioner Regulated Industries Complaints Office ("RICO") filed its Exceptions to the Recommended Order. On August 21, 2024, Respondent filed its Statement in Support of the Recommended Order.

On September 27, 2024, the Commission considered this matter and heard oral arguments from the parties. Commissioners Senter and Emery recused themselves from this matter and left the room before arguments were presented. Seth Corpuz-Lahne, Esq., appeared and argued for

Petitioner RICO. James Rooney, Esq., appeared and argued for Respondent. Despite lengthy deliberations by the Commission, a motion was not carried to reach a decision.

On December 18, 2024, the Commission considered this matter again. Upon review of these proceedings, the Commission accepts and adopts all of the Hearings Officer's Findings of Fact. The Commission also accepts the Hearings Officer's recommendation that the Commission find and conclude that Respondent violated HRS § 467-7 (License required to act as real estate broker and salesperson). It is undisputed that Respondent practiced real estate activities by providing condominium management services while its license was on involuntary inactive status from January 1, 2023, to April 9, 2023 (ninety-nine days). The center of dispute focused on the appropriate sanction for such activity.

The Commission disagrees with and rejects the Hearings Officer's position that the lack of injury is a factor in calculating the harshness of a sanction. "The public policy of this State, as expressed by the legislature" requires that certain activities, and persons or entities practicing such activities "be licensed." State by Minami v. Andrews, 65 Haw, 289, 292, 651 P.2d 473, 474 (1982). In that case, the Supreme Court of Hawaii found that the "continuing operation of a school without a license is *per se* an irreparable injury to the public policy of the State." Id. See also, Marsland v. Pang, 5 Haw. App. 463, 701 P.2d 175 (1985).

Clearly, the State has an interest in ensuring licensure –and the requisite qualifications of examination, education, and experience entailed with licensure -- of practitioners of certain activities for consumer protection. Whether it be physicians or motor vehicle repair mechanics, the State requires licensure to ensure the health, safety, and welfare of consumers. It is irrelevant

In the Matter of the Real Estate Broker's License of Certified Management, Inc., doing business as Associa Hawaii; REC-2023-107-L, Commission's Proposed Final Order

that the services of an unlicensed physician or repair mechanic did not actually result in injury of a patient or consumer. The State has a legitimate concern that the unlicensed activity has the potential to cause serious injury, financial, physical, or otherwise, and continued unlicensed activity is *per se* an injury to the public policy of the State.

“That said, the Commission does consider the unlicensed practice of real estate due to the insufficient active license renewal caused by the lack of continuing education (CE) credits needed for a current and active renewal of a license to be a violation warranting a serious sanction, especially for brokers who are also responsible for the licensure of sales agents under its supervision. “ The commission notes the table of cases in Respondent’s Statement of Support includes cases that were resolved through Settlement Agreements. Because Settlement Agreements are negotiated between the parties, the Commission cannot modify any terms of the agreement, including the sanctions, and is limited to either accepting or rejecting such agreements. Unlike those cases, this matter proceeded to a contested case hearing. Pursuant to § 16-201-46, Hawaii Administrative Rules, the Commission has the authority and discretion to modify, in whole or in part, the Hearings Officer’s recommended order, and fashion a sanction as it deems appropriate. Thus, the Commission calculates a \$1,000 fine per day for the ninety-nine (99) unlicensed days to equal a \$99,000 fine.

The Commission also considers the mitigating factors in this matter. First, the Hearings Officer found Ms. Briones, the principal broker for Respondent, to be a credible witness who testified that she completed the requisite number of CE credits but had inadvertently listed a CE course she took in a prior biennium period that could not be counted in the subject biennium.

In the Matter of the Real Estate Broker’s License of Certified Management, Inc., doing business as Associa Hawaii; REC-2023-107-L, Commission’s Proposed Final Order

Ms. Briones had other CE credits that she could have submitted that were eligible to be counted. The lack of sufficient CE credits seems to be technical in nature and an inadvertent oversight.

Additional mitigating factors appear to be the personal circumstances of Ms. Briones, who struggled with her own health while providing primary caregiving for numerous family members during the subject time period, Ms. Briones accepting responsibility for the inactive status of her and Respondent's licenses, Ms. Briones' regret and remorse for not checking on her license status renewal and status sooner, and Ms. Briones' otherwise spotless record of licensure. Ms. Briones' and Respondent's acceptance of responsibility differs greatly from the case heavily relied upon by Petitioner (State v. Burkey, Civil No. 3CCV-21-0000352), and attached to its Exceptions, in support of a higher monetary sanction. In that case, the individual practicing property management never held or even applied for a real estate license. For years Ms. Burkey lied to and stole monies from consumers, and failed to appear in court, resulting in a default judgment against her. The Burkey case is clearly distinguishable from this matter, and the Commission declines Petitioner's proposition that it provides guidance here. The Commission also declines to consider the number of Respondent's clients as a factor in calculating an appropriate sanction.

Instead, the Commission considers the mitigating factors of Respondent to warrant a reduction of the \$99,000 fine by half, resulting in a final fine of \$49,500. Respondent shall pay the \$49,500 fine within sixty days of the Final Order by sending within the sixty days a certified check or money order made payable to the DCCA Compliance Resolution Fund to the Regulated Industries Complaints Office, 235 South Beretania Street, 9th Floor, Honolulu, Hawaii 96813. If


In the Matter of the Real Estate Broker's License of Certified Management, Inc., doing business as Associa Hawaii; REC-2023-107-L, Commission's Proposed Final Order

Respondent fails to abide by any term of this Final Order, the Commission, at its discretion, may pursue additional disciplinary action as provided by HRS § 92-17 and any other applicable law to include further fines and other sanctions as the Commission may deem appropriate.

DATED: Honolulu, Hawaii, January 24, 2025.


DERRICK YAMANE
Chairperson

NIKKI SENTER
Vice Chairperson


AUDREY ABE
Commissioner


JENNIFER ANDREWS
Commissioner

RICHARD EMERY
Commissioner


RUSSELL KYONO
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P. DENISE LA COSTA
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JOHN LOVE
Commissioner

Commissioner

In the Matter of the Real Estate Broker's License of Certified Management, Inc., doing business as Associa Hawaii; REC-2023-107-L, Commission's Proposed Final Order

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HEARINGS OFFICE



REAL ESTATE COMMISSION
OFFICE OF ADMINISTRATIVE HEARINGS
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS
STATE OF HAWAII

In the Matter of the Real Estate Broker's License of)	REC-2023-107-L
)	
CERTIFIED MANAGEMENT, INC.,)	HEARINGS OFFICER'S FINDINGS OF
doing business as ASSOCIA HAWAII,)	FACT, CONCLUSIONS OF LAW, AND
)	RECOMMENDED ORDER; APPENDIX "A"
)	
Respondent.)	Administrative Hearings Officer:
)	Desirée L. Hikida

HEARINGS OFFICER'S FINDINGS OF FACT,
CONCLUSIONS OF LAW, AND RECOMMENDED ORDER

I. INTRODUCTION

On December 20, 2023, the Department of Commerce and Consumer Affairs, through its Regulated Industries Complaints Office (hereinafter referred to as "Petitioner" or "RICO"), by and through its attorney, Seth J. Corpuz-Lahne, Esq., filed a petition for disciplinary action against the real estate broker license of Certified Management, Inc., doing business as Associa Hawaii (hereinafter referred to as "Respondent" or "CMI"). Petitioner assigned the petition case numbers REC 2023-107-L; REC 2023-162-L; REC 2023-325-L. The matter was duly set for hearing, and the notice of hearing and prehearing conference was transmitted to the parties.

Respondent filed its response to the petition on January 26, 2024. The matter came on for prehearing conference on February 2, 2024. Petitioner was represented by Seth J. Corpuz-Lahne, Esq., accompanied by Liza Canady, Esq., and Respondent was represented by James W. Rooney, Esq. At the prehearing conference, the parties discussed submitting stipulated facts. A Prehearing Order was issued February 6, 2024, converting the hearing date scheduled for March 8, 2024, to a status conference, and ordering, inter alia, the parties submit briefs regarding fines and sanctions.

On February 6, 2024, Petitioner filed First Amended Petition for Disciplinary Action Against Real Estate Broker's License.

On February 7, 2024, RICO's Case Nos. REC 2023-162-L and REC 2023-325-L were ordered dismissed without prejudice by stipulation of the parties.

On February 8, 2024, Respondent filed its Response to First Amended Petition Filed 02/06/2024.

On February 27, 2024, Respondent filed the parties' [Joint Proposed] Undisputed Findings of Fact and Conclusions of Law; Exhibits 1-2, 4-10, A-I, a copy of which is attached hereto and incorporated herein by reference as Appendix "A."¹

On March 5, 2024, Petitioner filed Petitioner's Brief on Fines and Sanctions, and Respondent filed Respondent's Legal Brief Regarding Fines and Sanctions and Request for Pre-Hearing Determination Re: Same.

A status conference was convened March 8, 2024, with Petitioner represented by Mr. Corpuz-Lahne and Respondent represented by Mr. Rooney. Hearing in the matter was scheduled for May 22, 2024.

On April 10, 2024, Petitioner submitted Petitioner's First Supplemental Brief on Contracts as Individual and Continuing Violations. On April 22, 2024, Respondent submitted Respondent's Notice of Objection and Opposition to Petitioner's First Supplemental Brief Filed April 10, 2024. Petitioner's supplemental brief was filed without leave and was not considered by the Hearings Officer.

On May 22, 2024, hearing in the above-captioned matter was convened by the undersigned Hearings Officer pursuant to Hawaii Revised Statutes ("HRS") Chapters 91, 92, 436B, and 467. Petitioner was represented by its attorney, Seth J. Corpuz-Lahne, Esq. and Respondent was represented by James W. Rooney, Esq.

At hearing, Petitioner's Exhibits 1, 2, 4-12, 14, and 15 were received into evidence by stipulation. Petitioner's Exhibit 3 was received into evidence over objection and Petitioner withdrew its Exhibit 13. Respondent's Exhibits A-Q, X-Z, and AA were received into evidence

¹ Respondent filed its Errata to the [Joint Proposed] Undisputed Findings of Fact and Conclusions of Law on March 4, 2024, noting an incorrect document had been submitted as Respondent's Exhibit A, and attaching thereto the correct Exhibit A.

by stipulation.² Petitioner's objection to Respondent's Exhibits R-W was sustained. Over Petitioner's objection, Respondent's Exhibit BB was received into evidence.

Petitioner called RICO Investigator Joyce Miyashiro, Real Estate Commission Executive Officer Miles I. Ino, and Gregory Misakian as witnesses. Respondent called its President, Pauliana Wong and Bernadette R. Briones as witnesses. Respondent also called Daniel Jacob, Keoni Ana AOA Board of Directors President as a witness to rebut Mr. Misakian's testimony.

At the conclusion of the hearing, the Hearings Officer directed the parties to file written closing arguments in lieu of oral closing arguments by June 12, 2024. Accordingly, Petitioner and Respondent filed their closing arguments on June 12, 2024.

Having reviewed and considered the evidence and arguments presented at the hearing, together with the entire record of this proceeding, the Hearings Officer hereby renders the following findings of fact, conclusions of law, and recommended order.

II. FINDINGS OF FACT

The Hearings Officer adopts the parties' [Joint Proposed] Undisputed Findings of Fact and Conclusions of Law as provided in Appendix "A". The Hearings Officer notes the parties' Undisputed Facts/Law Nos. 5-10, 15-17, 19, and 21 are more properly construed as conclusions of law; however, for the ease of reference, Nos. 1 through 25 are adopted as Findings of Fact 1-25. In addition, the Hearings Officer makes the following additional findings:

26. Respondent was originally licensed as a real estate broker entity July 25, 1992, by the Real Estate Commission ("Commission"). Respondent's license No. RB-16152-0 is set to expire December 31, 2024.

27. The Professional Vocational Licensing ("PVL") Division of the Department of Commerce and Consumer Affairs transitioned to an online licensing system during the pandemic. The Real Estate Commission ("Commission") was included in PVL's online licensing system in 2021.

28. License renewal is done through an online portal called MyPVL. Licensees create their own MyPVL account.

29. When a licensee successfully submits their renewal application and payment online, their license will be reflected as current in the MyPVL system.

² The Hearings Officer ordered Respondent's Exhibits M-O, confidential medical records, be sealed.

30. If a licensee does not have sufficient Continuing Education (“CE”) credits at the time of renewal, their license status will automatically be converted to “inactive” on January 1st of the next year.

31. PVL does not contact or notify licensees if they have submitted duplicate CE courses or if their CE requirements are not met.

32. The Commission stopped mailing licensees pocket cards with their license number and license status after transitioning to the online licensing system.

33. Licensees must log on to their MyPVL account to view their CE and license renewal history, and to print copies of their pocket card licensees.

34. On or around March 30, 2023, Bernadette Briones discovered her license was inactive when she logged on to her MyPVL account to print her pocket license and saw that her license was in “good standing” but also that her license was “inactive.”

35. During the license renewal period, Ms. Briones struggled with her own health while she provided primary caregiving services for multiple family members.

36. Ms. Briones reported six of seven CE courses she took during the 2020-2022 biennium licensing period. She did not report the seventh course because she believed any credits over the required 20 CE credit hours would not be carried over to the next year.³

37. Respondent did not receive complaints from any of the 313 properties it managed regarding the period Respondent’s license was placed on involuntary inactive status.

38. Respondent cooperated with RICO’s investigation.

III. CONCLUSIONS OF LAW

Petitioner has charged Respondent with violating HRS § 467-7 which provides:

HRS § 467-7 Licenses required to act as real estate broker and salesperson. No person within the purview of this chapter shall act as real estate broker or real estate salesperson, or shall advertise, or assume to act as real estate broker or real estate salesperson without a license previously obtained under and in compliance with this chapter and the rules and regulations of the real estate commission.

³ The Hearings Officer notes Hawaii Administrative Rules (“HAR”) § 16-99-93 provides that “Continuing education hours obtained in excess of the continuing education hours required by Section 467-11.5, HRS, cannot be carried forward to satisfy the continuing education requirements for any subsequent license renewal.”

The preponderance of the evidence proved, and Respondent readily acknowledged that by virtue of providing property management services from January 1, 2023 through April 10, 2023 while Respondent's license was involuntary inactive, Respondent violated HRS § 467-7.

IV. RECOMMENDED ORDER

Based on the foregoing findings and conclusions, the Hearings Officer recommends that the Commission find and conclude that Respondent violated HRS § 467-7.

In response to the Hearings Officers instruction, the parties submitted briefs regarding fines and sanctions prior to hearing on the matter. In its brief on fines and sanctions, Petitioner proposed Respondent be fined the maximum fine per violation of HRS § 467-7, in the amount of \$5,000 per violation, and that the Commission exercise its statutory discretion to deem each day's violation to be a separate violation pursuant to HRS § 436B-18. Petitioner argues, "The scale and scope of Respondent's statewide operations weigh heavily against the imposition of minimum fines, as minimum fines would not constitute just discipline Respondent [sic] and would have little or no deterrent effect for its noncompliance in the instant case." (Petitioner's Brief on Fines and Sanctions at 2).

It appears that the crux of Petitioner's argument is Respondent should be fined the maximum statutory amount due to the large number of client's that Respondent serves. Petitioner acknowledges no claims have been filed against Respondent in relation to its inactive license but posits that the statute of limitation has not run yet. Petitioner appears to regard Respondent's client count as an aggravating factor and further opines that "lack of injury is speculative during the pendency of these proceedings." (Petitioner's Brief on Fines and Sanctions at 3). The Hearings Officer strenuously disagrees with Petitioner's position in this matter and notes that the burden of proof is placed on Petitioner. In analyzing the appropriate sanction in this matter, the Hearings Officer considers actual injury, not potential injury that has not yet occurred, or may never occur. The Hearings Officer similarly does not agree with Petitioner's position that maximum fines are warranted solely based on the number of client's Respondent serves. If, on the other hand, there was evidence that numerous clients of Respondent were injured all due in some part to Respondent's inactive license, the Hearings Officer could see cause to assess a high or maximum fine for the violation.

Petitioner admits that it has found no previous cases wherein the Commission has exercised its discretion to deem each day's violation a separate violation pursuant to HRS § 436B-18.

Nonetheless, Petitioner proposes the Commission deem each day Respondent's license status was inactive as a separate violation. Petitioner opines, "[M]ost violations of the statutes and rules regulating professions and vocations occur at a single point in time and are therefore not appropriate for such an exercise of discretion, violations involving a lapse of licensure and the continuous provision of services pursuant to a contract are clearly distinguishable as the violations commence on the day that the license becomes non-complaint and continue without abatement until the licensee restores its license to active status." (Petitioner's Brief on Fines and Sanctions at 7). The Hearings Officer notes the distinction Petitioner has made between violations involving a lapse of licensure and other violations; however, Petitioner has not provided persuasive argument why the Commission should exercise its discretion in this particular case and determine Respondent's inactive license status be deemed a per day violation.

In its written closing brief, Petitioner proposes Respondent be fined three million ninety-eight thousand seven hundred dollars (\$3,098,700.00), or one hundred dollars (\$100.00) per day of unlicensed activity for each of the 313 properties Respondent managed. Alternatively, in Respondent's closing brief, Respondent requests a fair fine that is "modest and proportionate to the underlying events, mitigating factors, and extenuating circumstances."

In determining an appropriate sanction, The Hearings Officer is mindful of the Commission's purpose to protect the general public in its real estate transactions. On the other hand, the evidence demonstrated that Respondent's inactive license was the result of a CE credit reporting mistake by Ms. Briones, there was no consumer harm, and mitigating factors in favor of Respondent. The Hearings Officer notes the violation in this case does not involve, fraud, dishonesty, unprofessionalism, or a failure to maintain a record of fair dealing and financial integrity.

The record demonstrated Ms. Briones had completed the requisite amount of CE units for the licensing period but had inadvertently listed a CE course she had taken in the previous biennium period. The Hearings Officer found Ms. Briones's testimony credible, that had she known she submitted a duplicate CE course, Ms. Briones would have submitted an alternate CE certificate. The Hearings Officer considers Respondent's violation of HRS § 467-7 technical in nature and an oversight on both Ms. Briones and Respondent's part. While it is undoubtedly the licensee's responsibility to ensure their CE credit requirements are met and license active, the Hearings Officer also considers Mr. Ino's testimony that during this time period, PVL was going

through a transition to online license registration and renewal, and that prior to the transition, licensees were notified by mailing if they were deficient in CE credits or if their licenses were inactive.

The Hearings Officer found the testimony of Daniel Jacob credible and considered Mr. Jacob's testimony that Keoni Ana AOA, a property managed by Respondent, would not have wanted Respondent to cease providing management services, and that the property was not harmed as a result of Respondent's involuntary inactive status. The Hearings Officer was more persuaded by Mr. Jacob's testimony than the testimony of Mr. Misakian, Petitioner's complaining witness. The Hearings Officer also notes Mr. Misakian's admission that he was not authorized by the Board of Directors of Keoni Ana AOA to file a complaint against Respondent and that he filed his complaint as an individual. The Hearings Officer was unpersuaded to find consumer harm based on Mr. Misakian's testimony that he felt Respondent committed a breach of duty and trust and that Mr. Misakian felt Respondent was not honest.

Of note throughout the proceeding was Respondent's and Ms. Briones's complete acceptance of responsibility for Respondent's inactive license status. The Hearings Officer considers Ms. Briones's remorse and regret for not following up with her license status sooner and the mitigating circumstances of Ms. Briones personal circumstances at the time, which involved providing caregiving for numerous family members. The Hearings Officer also considers Respondent's actions taken to address the inactive status upon discovery, Ms. Wong's testimony regarding Respondent's letter to clients, and the internal policy Respondent created to avoid future licensing issues.

In sum, the recommended sanction is based on a careful consideration of the entire records of this proceeding, including, but not limited to, the nature of the violation involved, the absence of direct consumer harm, PVL's transition to an online registration system at the time, along with the various mitigating factors presented on Respondent's behalf including Respondent's own willingness to take responsibility for its actions, an assessment of Respondent and Ms. Briones sincerity, credibility, and remorsefulness based upon testimony and other evidence adduced at hearing.

Accordingly, for the violation found, the Hearings Officer recommends that Respondent pay a fine in the amount of \$1,000 within sixty (60) days of the Commission's Final Order. Payment of the fine shall be by certified check or money order made payable to the "State of

Hawaii, Compliance Resolution Fund” and sent to: Regulated Industries Complaints Office, Department of Commerce and Consumer Affairs, 235 South Beretania Street, 9th Floor, Honolulu, Hawaii, 96813.

DATED: Honolulu, Hawaii, July 25, 2024.



DESIRÉE L. HIKIDA
Administrative Hearings Officer
Department of Commerce
and Consumer Affairs

Hearings Officer's Findings of Fact, Conclusions of Law, and Recommended Order; In Re Certified Management, Inc. dba Associa Hawaii; REC 2023-107-L.

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CASE LOMBARDI

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HEARINGS OFFICE

Attorneys for Respondent
CERTIFIED MANAGEMENT INC.
dba ASSOCIA HAWAII

REAL ESTATE COMMISSION
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS
STATE OF HAWAII

In the Matter of the Real Estate Broker's
License of

CERTIFIED MANAGEMENT, INC., doing
business as ASSOCIA HAWAII,

Respondent.

Case Nos. REC 2023-107-L

**[JOINT PROPOSED] UNDISPUTED
FINDINGS OF FACT AND
CONCLUSIONS OF LAW; EXHIBITS 1-
2, 4-10, A-I**

Status Conference:

Date: March 8, 2024

Time: 9:00 a.m.

Hearing: TBD

Hearings Officer: Desiree L. Hikida

UNDISPUTED FINDINGS OF FACT AND CONCLUSIONS OF LAW

Petitioner REGULATED INDUSTRIES COMPLAINTS OFFICE of the Department of
Commerce and Consumer Affairs ("**Petitioner**") and Respondent CERTIFIED MANAGEMENT
INC. doing business as ASSOCIA HAWAII ("**Respondent**"), hereby jointly submit the following
proposed undisputed facts and law pursuant to the request of the Hearings Officer at the February

2, 2024 Pre-Hearing Conference and in furtherance of the purposes of HAR §§ 16-201-21¹ and 16-201-30.²

	UNDISPUTED FACTS / LAW	SOURCE
1.	Bernadette Briones served as principal broker for Respondent at all relevant times to the Petition until April 5, 2023.	Amended Petition; <u>Exhibits 8 and 10</u>
2.	The deadline to submit license renewals for 2023-2024 was midnight (HST) December 31, 2022.	<u>Exhibits 4 and 6</u>
3.	On November 20, 2022, Ms. Briones submitted her license renewal application for 2023 and paid the renewal fee of \$268.	<u>Exhibit 7</u>
4.	On December 29, 2022, Ms. Briones submitted Respondent's license renewal application for 2023 and paid the renewal fee of \$343.	<u>Exhibit 5</u>
5.	To qualify for license renewal, licensees must provide proof of having attended at least 20 hours of commission approved continuing education courses during the 2-year period preceding the application for renewal.	HRS § 467-11.5(a) HAR § 16-99-90 General Information for Real Estate License Licensing Branch – www.hawaii.gov/hirec
6.	Evidence of completing required continuing education hours shall include but not be limited to submission by the provider, using a commission-prescribed electronic method, of the licensee's name, license number, license status, course, and instructor names, and other information the commission may require.	HAR § 16-99-90
7.	A licensee shall not take a continuing education course for which the licensee has already received a certificate within two consecutive biennia.	HAR § 16-99-95
8.	Continuing education clock hours obtained in excess of the continuing education hours required by Section 467-11.5, HRS, cannot be carried forward to satisfy the continuing education requirements for any subsequent license renewal.	HAR § 16-99-93

¹ Avoid presentment of irrelevant, immaterial, or unduly repetitious material; admit judicially recognizable facts and of generally recognized technical facts.

² Simplify issues and facilitate the orderly progress of the hearing.

9.	Failure to satisfy the continuing education requirement by the license expiration date shall result in the renewed license being automatically placed on an "inactive" status.	HRS § 467-11.5(a)
10.	"Inactive" means the status of a current license that is not forfeited, suspended, revoked, or terminated, the holder of which cannot transact any real estate business until the license status is changed to "active" status.	HAR § 16-99-2 HRS § 467-7
11.	In her renewal application, Ms. Briones reported completing 6 continuing education classes worth 20 total hours of continuing education.	<u>Exhibit C</u> (CE Cert. – Core B); <u>Exhibit D</u> (CE Cert. – Basics of Condo Governance); <u>Exhibit E</u> (CE Cert. – Understanding Condo Financial Information); <u>Exhibit F</u> (CE Cert. – Core A); <u>Exhibit G</u> (CE Cert. – Document Diligence); <u>Exhibit H</u> (The CE Shop Summary re: Assistance Animals and Fair Housing Reported on 12/28/20 and 11/14/22)
12.	1 of the classes that Ms. Briones submitted did not count toward her 20-hour requirement because she previously took the same class in 2020.	<u>Exhibit A</u> (CE Cert. – Assistance Animals and Fair Housing); <u>Exhibit H</u> (The CE Shop Summary re: Assistance Animals and Fair Housing Reported on 12/28/20 and 11/14/22) HAR § 16-99-95
13.	Ms. Briones did not qualify for license renewal because she failed to provide proof that she met the 20-hour requirement.	<u>Exhibit 2</u> (AH022)
14.	Ms. Briones's license was automatically placed on inactive status effective January 1, 2023.	<u>Exhibit 2</u> (AH022)
15.	Any real estate brokerage business of Respondent is required to be under the direct management of a principal broker who is	HRS § 467-8

	an officer or employee and holds a current active real estate broker's license.	
16.	When a principal broker's license is processed as inactive, all licensees under that principal broker will also automatically have their licenses placed on involuntary inactive status	HAR § 16-99-5.1
17.	"Involuntary Inactive" means the status of a current license resulting from the forfeiture, suspension, revocation, termination, or inactive status of a principal broker, broker in charge, branch office, or brokerage firm, as the case may be.	HAR § 16-99-2 HAR § 16-99-5.1
18.	Respondent's license was placed on "involuntary inactive" status effective January 1, 2023.	<u>Exhibit 1</u> (AH006)
19.	To reactivate a license which has been placed on an "inactive" status, the licensee must submit to the commission proof of having satisfied the continuing education requirement, a complete application for reinstatement, and payment of a reinstatement fee.	HRS § 467-11.5(b) HAR § 16-99-91 General Information for Real Estate License Licensing Branch – www.hawaii.gov/hirec
20.	Ms. Briones's license was reactivated effective May 8, 2023.	<u>Exhibit 2</u> (AH022)
21.	To reactivate its license, Respondent needed to have a principal broker who is an officer or employee and holds a current active real estate broker's license, complete the application for reinstatement, and pay the reinstatement fee.	HRS § 467-8 General Information for Real Estate License Licensing Branch – www.hawaii.gov/hirec <u>Exhibit 1</u> (Feb. 2023 Real Estate Commission Bulletin)
22.	On April 6, 2023, Respondent appointed Phyllis Kacher (RB-14949) as principal broker in place of Ms. Briones.	<u>Exhibits 8 and 10</u>
23.	On April 6, 2023, Respondent submitted the necessary form and paid the necessary fee to reactivate its license.	<u>Exhibit 9</u> <u>Exhibit 10</u>
24.	Respondent's license was reactivated effective April 10, 2023.	<u>Exhibit 1</u> (AH006)
25.	During the inactive license period, Respondent, its branch offices, and employees continued to provide various services to the 313 condominium associations it serves, in accordance with their respective contracts.	<u>Exhibit 1</u> (AH006) Amended Petition and Response thereto

To further facilitate and streamline presentment of evidence, the parties agree to the admissibility of each of the above-referenced exhibits, true and accurate copies of which are attached hereto.

DATED: Honolulu, Hawaii; February 27, 2024.

/s/ Michelle J. Chapman
MICHELLE J. CHAPMAN
JAMES W. ROONEY
Attorneys for Respondent
CERTIFIED MANAGEMENT INC.
dba ASSOCIA HAWAII

/s/ Seth J. Corpuz-Lahne
SETH J. CORPUZ-LAHNE
LIZA O. CANADY
RICO Staff Attorneys
Attorneys for Petitioner
DEPARTMENT OF COMMERCE AND
CONSUMER AFFAIRS

EXHIBIT 1

PVL LICENSEE REPORT



LICENSE TYPE: CONDOMINIUM MANAGING AGENT
LIC ID: CMA-189-0
BP ID: A92213003
BP NAME: CERTIFIED MANAGEMENT INC
LIC NAME:
ORIG LIC: 03/11/1994
EXPIRE: 12/31/2002
FORFEIT:
RESTRCT:
CONDNL:
MULT DEP:
REMARK:
BUS ADDR: 3179 KOAPAKA ST 2ND FLR
HONOLULU, HI 96819
MAIL ADDR:
PHONE:

BUS CD: A/A
DT/STAT: 02/21/2021 EX - Exempt From CMA Registration
ENTITY: C - Corporation
BRD: REAL ESTATE COMMISSION
UPDT: 02/21/2021
METHOD LIC:
XMPT RNWL:
SP PRVLG:
NUM STUDENTS:
DUAL RME:
BOND:

TYPE:
LICE NAME EFF:
CLASS PREFIX:
EDUC CODE:
EXPER CODE:
COND RPT DUE:
TEMP LIC XTN: 0
NEIGH 19LE:
EFF DATE: 07/24/1992
RESTRICTED:
EFF DATE:

EXHIBIT 1

EMPLOYEES OF THIS LICENSEE

POS	5	EMPLOYEE BP SORTNAME	EMPLOYEE LIC	DUL EFF DATE	TERM DATE	EXPIRE
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LICENSE CLASSES

CLASS	EFF DATE	CLASS	END DATE	RESTRICTED	STATUS
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AH002

REPORT DATE 17/04/2023 08:36 AM

1 OF 16

PVL LICENSEE REPORT



LICENSE TYPE: CONDOMINIUM MANAGING AGENT BUS CD: AA: A DT/STAT: 02/21/2021 EX - Exempt From CMA Registration
 LIC ID: CMA-169-D ENTITY: C - Corporation BRD: REAL ESTATE COMMISSION #PDT: 02/21/2021
 BP ID: A02213003
 BP NAME: CERTIFIED MANAGEMENT INC

LIC NAME: TYPE:

OTHER DBAS

TYPE	EFF DATE	TERM DATE	TRADL/PROFESSIONAL NAME
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EMPLOYERS OF THIS LICENSEE

POS	S	EMPLOYER BP SORTNAME	EMPLOYER LIC	EFF DATE	TERM DATE	EXPIRL
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INSURANCE BOND INFO

TYPE	TRANS	EFF DATE	TERM DATE	CAND DATE	AMOUNT	NOTC DATE	LIST
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LICENSE HISTORY

TRANS	EFF DATE	TERM DATE	SUSP DATE	LIC PERIOD	RICO NUMBER	REMARKS
DELD - DELINQUENT	01/01/1998	02/28/1998		01/98-12/98		TO EXEC 1/2/98
LICF - NEW LICENSE AFTER FORFEITURE	03/11/1994			01/94-12/94		ORIG LIC EFF 7/24/92
DELD - DELINQUENT	01/01/1994	02/11/1994		01/94-12/94		1/1/94 SENT TO GENERAL

AH003

REPORT DATE 12/04/2023 08:16 AM

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PVL LICENSEE REPORT



LICENSE TYPE: REAL ESTATE **BUS CD:** A1: A **DT/STAT:** 08/22/2023 C - Current, Valid & in Good Standing
LIC ID: RB-16152-0 **ENTITY:** C - Corporation **BRD:** REAL ESTATE COMMISSION **UPDT:** 08/22/2023
BP ID: A92213003
BP NAME: CERTIFIED MANAGEMENT INC
LIC NAME: ASSOCIA HAWAII **TYPE:**
ORIG LIC: 07/24/1982 **METHOD LIC:** **LICE NAME EFF:** 02/22/2013
EXPIRE: 12/31/2024 **XMPY RNWL:** **CLASS PREFIX:**
FORFEIT: **SP PRVLG:** **EDUC CODE:**
RESTRCT: **EXPER CODE:** **TEMP LIC XTN:** 0
CONDTRL: **COND RPT DUE:** **NEIGH ISLE:**
MULT DEP: Y **NUM STUDENTS:** **DUAL RME:** **BOND**
REMARK:
BUS ADDR: 737 BISHOP ST 3100 **EFF DATE:** 11/18/2018
HONOLULU, HI 96813 **RESTRICTED:**
MAIL ADDR: CERTIFIED MANAGEMENT INC **EXP DATE:** 11/18/2018
737 BISHOP ST 3100
HONOLULU, HI 96813

PHONE:

EMPLOYEES OF THIS LICENSEE

PQS	EMPLOYEE BP SORTNAME	EMPLOYEE LIC	DUE EFF DATE	TERM DATE	EXPIRE
INC - BROKER-IN-CHARGE	BERMADETTE R BRIONES	RB-17452-0	04/28/2023	Current	
RB8 - REAL ESTATE BROKER	DENISE P BULLMAN	RB-23541-0	08/05/2023	Current	
SALESPERSON	PHYLLIS O KACHFER	RB-14595-0	04/05/2023	Current	
PR - PRINCIPAL BROKER					

AH004

REPORT DATE 12/09/2023 08:56 AM

1 OF 16

PVL LICENSEE REPORT



LICENSE TYPE: REAL ESTATE **BUS CD:** A/I: A **DT/STAT:** 08/22/2023 C - Current, Valid & in Good Standing
LIC ID: RB-18152-0 **ENTITY:** C - Corporation **BRD:** REAL ESTATE COMMISSION **UPDT:** 08/22/2023
BP ID: A92213003
BP NAME: CERTIFIED MANAGEMENT INC
LIC NAME: ASSOCIA HAWAII **TYPE:**

LICENSE CLASSES

CLASS	EFF DATE	CLASS	END DATE	RESTRICTED	STATUS
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OTHER DBAS

TYPE	EFF DATE	TERM DATE	TRADE/PROFESSIONAL NAME
T - Trade Name	02/23/2013		ASSOCIA HAWAII
T - Trade Name	09/27/2011	02/23/2013	CERTIFIED HAWAII
T - Trade Name	12/03/2008	09/27/2011	AA OCEANFRONT RENTALS AND SALES

EMPLOYERS OF THIS LICENSEE

FOC	EMPLOYER BP SOFTWARE	EMPLOYER LC	EFF DATE	TERM DATE	EXPIRE
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INSURANCE BOND INFO

TYPE	TRANS	EFF DATE	TERM DATE	CANC DATE	AMOUNT	NOTE DATE	FBI
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AH005

REPORT DATE 12/04/2023 08:56 AM

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PVL LICENSEE REPORT



LICENSE TYPE: REAL ESTATE **BUS CD:** A/E A **DT/STAT:** 06/22/2023 C - Current, Valid & In Good Standing
LIC ID: RB-16152-0 **ENTITY:** C - Corporation **BRD:** REAL ESTATE COMMISSION **UPDT:** 06/22/2023
BP ID: A92213003
BP NAME: CERTIFIED MANAGEMENT INC
LIC NAME: ASSOCIA HAWAII

TYPE:

LICENSE HISTORY

TRANS	EFF DATE	TERM DATE	SUSP DATE	LIC PERIOD	RCD NUMBER	REMARKS
REAC - REACTIVATED	04/10/2023			1/1/2023 - 12/31/2024		License was Reactivated
I - INACTIVE	01/01/2023			1/1/2023 - 12/31/2024		EDEL - EMPLOYER DELINQUENT/FORFEITED (FOR EMPLOYEES' & NOT SOLE OWNERS) (INDIRECT - WHEN EMPLOYEE RENEWS LICENSE & EMPLOYER DOES NOT RENEW, EMPLOYEES EMP. MT TERMINATED)
Z - FINED AND/OR OTHER DISCIPLINARY ACTION TAKEN CBADD - BUSINESS ADDRESS CHANGED - OLD ADDRESS RECORDED HERE (ALL LICENSE TYPES CONSIDERED A BUSINESS AND BUSINESS ADDRESS CHANGES)	05/27/2022	06/03/2022			REC-2020-447-L	1. FINE \$3,000 (paid in full \$3,000 06/03/22)
Z - FINED AND/OR OTHER DISCIPLINARY ACTION TAKEN	12/24/2012	11/18/2018		01/17-12/18		737 BISHOP ST 3100 ATTN: LINDA AGANOS HONOLULU HI 96813
Z - FINED AND/OR OTHER DISCIPLINARY ACTION TAKEN	01/28/2008				REC07 50-L	1. PAY ADMIN FINE \$1,000 (PD 1/1/08) JOINTLY LIABLE WRB-7508
Z - FINED AND/OR OTHER DISCIPLINARY ACTION TAKEN	03/08/2008			01/04-12/08	REC03-220L	AND REC04-211/L AGREES TO PAY ADMINISTRATIVE FINE OF \$5,000 WITHIN 30 DAYS. (JOINTLY LIABLE WRB-7504) (PAID IN FULL ON 3/2/08)
Z - FINED AND/OR OTHER DISCIPLINARY ACTION TAKEN	05/31/2002			01/01-12/02	REC 01-148	PAY ADMINISTRATIVE FINE OF \$500. (JOINTLY LIABLE WRB-7508) PAID \$1,000 ON 4/30/02.
CBADD - BUSINESS ADDRESS CHANGED - OLD ADDRESS RECORDED HERE (ALL LICENSE TYPES CONSIDERED A BUSINESS AND BUSINESS ADDRESS CHANGES)	04/27/1992	12/24/2012		01/13-12/18		3178 KOAPAKA ST 2ND FLR HONOLULU HI 96819

AH006

REPORT DATE 12/04/2023 08:56 AM

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PVL LICENSEE REPORT



LICENSE TYPE: REAL ESTATE
BRANCH OFFICE
LIC ID: RBO-18182-1
BP ID: A82213003
BP NAME: CERTIFIED MANAGEMENT INC
LIC NAME: ASSOCIA HAWAII
ORIG LIC: 08/14/2008
EXPIRE: 12/31/2024
FORFEIT: 12/31/2022
RESTRCT:
CONDNL:
MULT DEP:
REMARK:
BUS ADDR: 375 HUKU LII PL 207
MAIL ADDR: 737 BISHOP ST STE 3100
 HONOLULU, HI 96813
PHONE:

BUS CD: AA: A
ENTITY: C - Corporation
METHOD LIC: X - Executive/Board Approval Needed
XMPY RNWL:
SF PRIVLG:

DT/STAT: 05/30/2023 C - Current, Valid & in Good Standing
BRD: REAL ESTATE COMMISSION
UPDT: 05/30/2023
TYPE:
LICE NAME EFF: 02/22/2013
CLASS PREFIX:
EDUC CODE:
EXPER CODE:
COND RPT DUE:
YEMP LIC XTN: 0
NEIGH ISLE:

NUM STUDENTS: **DUAL RME:** **BOND**

“EMPLOYEES OF THIS LICENSEE”

FOS	S	EMPLOYEE BP SRT NAME	EMPLOYEE LIC	DUL EFF DATE	TERM DATE	EXPIRE
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“LICENSE CLASSES”

CLASS	EFF DATE	CLASS	END DATE	RESTRICTED	STATUS
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REPORT DATE 12/04/2023 08:36 AM

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PVL LICENSEE REPORT



LICENSE TYPE: REAL ESTATE BUS CD: AI: A DT/STAT: 05/30/2023 C - Current, Valid & In Good Standing
 LIC ID: RBO-16132-1 ENTITY: C - Corporation BRD: REAL ESTATE COMMISSION UPDT: 06/30/2023
 BP ID: A92213003
 BP NAME: CERTIFIED MANAGEMENT INC
 LIC NAME: ASSOCIA HAWAII TYPE:

OTHER OSAS

TYPE	EFF DATE	TERM DATE	TRAD / PROFESSIONAL NAME
T - Trade Name	02/22/2013		ASSOCIA HAWAII
T - Trade Name	08/27/2011	02/22/2013	CERTIFIED HAWAII

EMPLOYERS OF THIS LICENSEE

POS	S	EMPLOYER OR SPONSOR NAME	EMPLOYER LIC	EFF DATE	TERM DATE	EXPIRE
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INSURANCE BOND INFO

TYPE	TRANS	EFF DATE	TERM DATE	CANC DATE	AMOUNT	NOTC DATE	HIST
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AH008

REPORT DATE 11/09/2023 08:36 AM

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PVL LICENSEE REPORT



LICENSE TYPE: REAL ESTATE
BRANCH OFFICE: RBO-16152-1
LIC ID: A62213003
BP ID: A62213003
BP NAME: CERTIFIED MANAGEMENT INC
LIC NAME: ASSOCIA HAWAII

BUS CD: A/A
ENTITY: C - Corporation
BRD: REAL ESTATE COMMISSION
UPDT: 05/30/2023

DT/STAT: 05/30/2023 C - Current, Valid & In Good Standing

"LICENSE HISTORY"

TERMS	EFF DATE	TERM DATE	SUSP DATE	LIC PERIOD	LIC NUMBER	REMARKS
DELO - DELINQUENT	01/01/2023	05/01/2023		1/1/2023 - 12/31/2024		License was Forfeited.
CMADD - MAILING ADDRESS CHANGED - OLD ADDRESS RECORDED HERE	06/21/2018	11/29/2018		01/17-12/18		737 BISHOP ST STE 3150 ATTN LINDA AGANOS HONOLULU HI 96813
CBADD - BUSINESS ADDRESS CHANGED - OLD ADDRESS RECORDED HERE (ALL LICENSE TYPES CONSIDERED A BUSINESS AND BUSINESS ADDRESS CHANGES)	08/27/2011	05/03/2023				375 HUKU LN PL 207 KIHIE, HI 96753
CBADD - BUSINESS ADDRESS CHANGED - OLD ADDRESS RECORDED HERE (ALL LICENSE TYPES CONSIDERED A BUSINESS AND BUSINESS ADDRESS CHANGES)	09/09/2011	09/27/2011		01/11-12/12		375 HUKU LN PL 207 KIHIE HI 96753
DELO - DELINQUENT	01/01/2011	09/27/2011		01/11-12/12		
CBADD - BUSINESS ADDRESS CHANGED - OLD ADDRESS RECORDED HERE (ALL LICENSE TYPES CONSIDERED A BUSINESS AND BUSINESS ADDRESS CHANGES)	08/14/2008	09/09/2011		01/11-12/13		275 KOOKAHI ST #201 WAILUKU HI 96783
CMADD - MAILING ADDRESS CHANGED - OLD ADDRESS RECORDED HERE	08/14/2008	09/21/2016		01/15-12/16		3175 KOAPAKA ST HONOLULU HI 96818

AH009

REPORT DATE: 12/04/2023 08:56 AM

8 OF 16

PVL LICENSEE REPORT



LICENSE TYPE: REAL ESTATE **BUS CD:** A1: A **DT/STAT:** 05/30/2023 C - Current, Valid & In Good Standing
LIC ID: BRANCH OFFICE **ENTTY:** C - Corporation **BRD:** REAL ESTATE COMMISSION **UPDT:** 05/30/2023
BP ID: RBO-18152-2
BP NAME: A82213003
CERTIFIED MANAGEMENT INC
LIC NAME: ASSOCIA HAWAII **TYPE:**
ORIG LIC: 09/01/2008 **METHOD LIC:** X - Executive/Board Approval Needed **LICE NAME EFF:** 02/22/2013
EXPIRE: 12/31/2024 **XMPT RMWL:** **CLASS PREFIX:**
FORFEIT: 12/31/2022 **BP PRIVLG:** **EDUC CODE:**
RESTRCT: **EXPER CODE:** **TEMP LIC XTN:** 0
CONDNL: **COND RPT DUE:** **NEIGH ISLE:**
MULT DEP: **NUM STUDENTS:** **DUAL RME:** **BOND**
REMARK:
BUS ADDR: 75-169 HUALALAI RD **EFF DATE:** 05/03/2023
MAIL ADDR: 737 BISHOP ST STE 3100 **RESTRICTED:**
HONOLULU, HI 96813 **EFF DATE:** 06/03/2023
PHONE:

EMPLOYEES OF THIS LICENSEE

POS	EMPLOYEE BP	SOFT NAME	EMPLOYEE LIC	EDUC EFF DATE	TERM DATE	EXPIRE
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LICENSE CLASSES

CLASS	EFF DATE	CLASS	END DATE	RESTRICTED	STATUS
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REPORT DATE 12/04/2023 08:56 AM

9 OF 16

PVL LICENSEE REPORT



LICENSE TYPE: REAL ESTATE **BUS CD:** A/I: A **DT/STAT:** 05/30/2023 C - Current, Valid & In Good Standing
LIC ID: RBO-18162-2 **ENTITY:** C - Corporation **BRD:** REAL ESTATE COMMISSION **UPDT:** 05/30/2023
BP ID: A92213003
BP NAME: CERTIFIED MANAGEMENT INC
LIC NAME: ASSOCIA HAWAII **TYPE:**

"OTHER DBAS"

TYPE	EFF DATE	TERM DATE	TRADE/PROFESSIONAL NAME
T - Trade Name	02/22/2013		ASSOCIA HAWAII
T - Trade Name	09/27/2011	02/22/2013	CERTIFIED HAWAII

"EMPLOYERS OF THIS LICENSEE"

PLS	S	EMPLOYER RP SORTNAME	EMPLOYER LIC	EFF DATE	TERM DATE	EXPIRE
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"INSURANCE BOND INFO"

TYPE	TRANS	EFF DATE	TERM DATE	CANC DATE	AMOUNT	NOTE DATE	HIST
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"LICENSE HISTORY"

TRANS	EFF DATE	TERM DATE	SUSP DATE	LIC PERIOD	RICO NUMBER	REMARKS
DELD - DELINQUENT	01/01/2023	05/03/2023		1/1/2023 - 12/31/2024		Licenses was Forfeited.
CBADD - MAILING ADDRESS CHANGED - OLD ADDRESS RECORDED HERE	08/24/2018	11/28/2018		01/17-12/18		737 BISHOP ST STE 3100 ATTN: LINDA AGANOS HONOLULU HI 96813
DELD - DELINQUENT	01/01/2011	09/27/2011		01/11-12/12		
CBADD - BUSINESS ADDRESS CHANGED - OLD ADDRESS RECORDED HERE (ALL LICENSE TYPES CONSIDERED A BUSINESS AND BUSINESS ADDRESS CHANGES)	09/01/2008	05/03/2023				75-169 HUALALAI RD KAILUA KONA, HI 96740
CBADD - MAILING ADDRESS CHANGED - OLD ADDRESS RECORDED HERE	09/01/2008	09/21/2018		01/15-12/18		3175 KAPAPA ST HONOLULU HI 96819

AH011

REPORT DATE 11/04/2023 08:56 AM

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PVL LICENSEE REPORT



LICENSE TYPE: REAL ESTATE **BUS CD:** **AF:** A **DT/STAT:** 05/30/2023 C - Current, Valid & In Good Standing
LIG ID: BRANCH OFFICE **ENTITY:** C - Corporation **BRD:** REAL ESTATE COMMISSION **UPDT:** 05/30/2023
BP ID: RBO-16152-3
BP NAME: A82213003
LIG NAME: CERTIFIED MANAGEMENT INC **TYPE:**
ORIG LIC: ASSOCIA HAWAII
EXPIRE: 09/01/2008 **METHOD LIC:** X - Executive/Board Approval Needed **LICE NAME EFF:** 02/22/2013
FORFEIT: 12/31/2022 **SP PRIVLG:** **CLASS PREFIX:**
RESTRCT: **EXPER CODE:** **EDUC CODE:**
CONDNL: **COND RPT DUE:** **TEMP LIC XTM:** 0
MULT DEP: **NUM STUDENTS:** **DUAL RME:** **BOND** **NEIGH ISLE:**
REMARK:
BUS ADDR: 4-1579 KUHIO HWY #102A **EFF DATE:** 09/01/2008
 KAPAA, HI 96746 **RESTRICTED:**
MAIL ADDR: 737 BISHOP ST STE 3100 **EFF DATE:** 11/29/2018
 HONOLULU, HI 96813
PHONE:

EMPLOYEES OF THIS LICENSE

POS	S	EMPLOYEE BP SORTRNAME	EMPLOYEE I/C	DUL EFF DATE	TERM DATE	EXPIRE
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LICENSE CLASSES

CLASS	EFF DATE	CLASS	END DATE	RESTRICTED	STATUS
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AM012

REPORT DATE 11/04/2023 08:55 AM

11 OF 16

PVL LICENSEE REPORT



LICENSE TYPE: REAL ESTATE **BUS CD:** A/I: A **DT/STAT:** 05/30/2023 C - Current, Valid & In Good Standing
LIC ID: BRANCH OFFICE **RBO-18152-3** **ENTITY:** C - Corporation **BRD:** REAL ESTATE COMMISSION **UPDT:** 05/30/2023
BP ID: A92213003
BP NAME: CERTIFIED MANAGEMENT INC
LIC NAME: ASSOCIA HAWAII **TYPE:**

OTHER DBAS

TYPE	EFF DATE	TERM DATE	GRADE/PROFESSIONAL NAME
T - Trade Name	02/22/2013		ASSOCIA HAWAII
T - Trade Name	09/27/2011	02/22/2013	CERTIFIED HAWAII

EMPLOYERS OF THIS LICENSEE

PVS	S	EMPLOYER RP SORNAME	EMPLOYER LIC	EFF DATE	TERM DATE	EXPIRE
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INSURANCE BOND INFO

TYPE	TRANS	EFF DATE	TERM DATE	CANC DATE	AMOUNT	NOTIC DATE	HIST
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LICENSE HISTORY

TRANS	EFF DATE	TERM DATE	SUSP DATE	LIC PERIOD	RICO NUMBER	REMARKS
DELO - DELINQUENT	01/01/2023			1/1/2023 - 12/31/2024		License was Forfeited
CMADD - MAILING ADDRESS CHANGED - OLD ADDRESS RECORDED HERE	09/21/2016	11/29/2016		01/17-12/16		737 BISHOP ST STE 3100 ATTN: LINDA AGANDS HONOLULU HI 96813
DELO - DELINQUENT	01/01/2011	09/27/2011		01/11-12/10		
CMADD - MAILING ADDRESS CHANGED - OLD ADDRESS RECORDED HERE	09/01/2008	09/21/2016		01/13-12/10		3171 KOAPAKA ST HONOLULU HI 96819

AH013

REPORT DATE 12/04/2023 08:56 AM

12 OF 16

PVL LICENSEE REPORT



LICENSE TYPE: REAL ESTATE **BUS CD:** AA: A **DT/STAT:** 10/13/2022 F - Terminated; Needs to Reapply
LIC ID: BRANCH OFFICE **ENTITY:** C - Corporation **BRD:** REAL ESTATE COMMISSION **UPDT:** 10/13/2022
BP ID: RBO-18152-4
BP NAME: A92213003
CERTIFIED MANAGEMENT INC

LIC NAME: **TYPE:**
ORIG LIC: 10/15/2008 **METHOD LIC:** X - Executive/Board Approval Needed **LICE NAME EFF:**
EXPIRE: 12/31/2018 **XMPT RNWL:** **CLASS PREFIX:**
FORFEIT: 12/31/2018 **SP PRIVLG:** **EDUC CODE:**

RESTRCT: **EXPER CODE:** **TEMP LIC XTN:** 0
CONDNL: **COND RPT DUE:** **NEIGH ISLE:**
MULT DEP: **HOW STUDENTS:** **DUAL RME:** **BOND**

REMARK:
BUS ADDR: 1278 S KIHU RD #107 **EFF DATE:** 10/15/2008
KIHEI, HI 96753 **REGISTERED:**
MAIL ADDR: 737 BISHOP ST STE 3100 **EFF DATE:** 08/21/2016
ATTN: LINDA AGAONOS
HONOLULU, HI 96813

PHONE:

EMPLOYEES OF THIS LICENSEE

POS	EMPLOYER B1	SORTNAME	EMPLOYEE LIC	DOI	EFF DATE	TERM DATE	EXPIRE
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LICENSE CLASSES

CLASS	EFF DATE	CLASS	END DATE	RESTRICTED	STATUS
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REPORT DATE 11/04/2023 08:56 AM

11 OF 16

PVL LICENSEE REPORT



LICENSE TYPE: REAL ESTATE **BUS CD:** **AT:** A **DT/STAT:** 10/13/2022 F - Terminated; Needs to Reapply
LIC ID: BRANCH OFFICE **ENTITY:** C - Corporation **BRD:** REAL ESTATE COMMISSION **UPDT:** 10/13/2022
BP ID: RBO-16152-4
BP NAME: A92213003
LIC NAME: CERTIFIED MANAGEMENT INC

TYPE:

OTHER DBAS

TYPE	EFF DATE	TERM DATE	TRADE/PROFESSIONAL NAME
T - Trade Name	02/22/2013	01/01/2018	ASSOCIAHAWAII

EMPLOYERS OF THIS LICENSEE

POS	S	EMPLOYER BP SORT NAME	EMPLOYER LIC	EFF DATE	TERM DATE	EXPIRE
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INSURANCE BOND INFO

TYPE	TRANS	EFF DATE	TERM DATE	CANC DATE	AMOUNT	NOTE DATE	REMARKS
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LICENSE HISTORY

TRANS	EFF DATE	TERM DATE	SUSP DATE	LIC PERIOD (RICO NUMBER)	REMARKS
FORF - FORFEITED	12/31/2010				
DELO - DELINQUENT	01/01/2010			01/10-12/20	
CMADD - MAILING ADDRESS CHANGED - OLD ADDRESS RECORDED HERE	10/15/2008	06/21/2010		01/15-12/10	3179 KOAPAKA ST HONOLULU HI 96819

AH015

REPORT DATE 12/04/2023 08:36 AM

14 OF 16

PVL LICENSEE REPORT



LICENSE TYPE: CONTRACTOR - **BUS CD:** A1: 1 **DT/STAT:** 06/14/2022 F - Terminated; Needs to Reapply
LIC ID: CT-28440-0 **ENTITY:** C - Corporation **BRD:** CONTRACTORS LICENSE BOARD **UPDT:** 06/14/2022
BP ID: A92213003
BP NAME: CERTIFIED MANAGEMENT INC
LIC NAME: **TYPE:**
ORIG LIC: 10/29/2008 **METHOD LIC:** X - Executive/Board Approval Needed **LICE NAME EFF:**
EXPIRE: 09/30/2014 **XMPY RMWL:** **CLASS PREFIX:** BC
FORFEIT: 11/30/2014 **SP PRIVLG:** **EDUC CODE:**
RESTRCT: **EXPER CODE:** **TEMP LIC XTN:** 0
CONDNL: **COND RPT DUE:** **NEIGH ISLE:**
MULT DEP: **NUM STUDENTS:** **DUAL RME:** **BOND**
REMARK:
BUS ADDR: **EFF DATE:**
MAIL ADDR: 3179 KOAPAKA ST **RESTRICTED:**
HONOLULU, HI 96818 **EFF DATE:** 07/28/2010
PHONE:

“EMPLOYEES OF THIS LICENSEE”

POS	S	EMPLOYEE BP SOFTWARE	EMPLOYEE LIC	DUL EFF DATE	TERM DATE	EXPIRE
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“LICENSE CLASSES”

CLASS	EFF DATE	CLASS	END DATE	RESTRICTED	STATUS
3 General Building	10/29/2008		07/28/2010		1 - Class No Longer Active (No RME/Firm, No EMPR)

REPORT DATE 11/04/2023 08:56 AM

15 OF 16

PVL LICENSEE REPORT



LICENSE TYPE: CONTRACTOR - **BUS CD:** A/R: I **DT/STAT:** 06/14/2022 F - Terminated; Needs to Reapply
LIC ID: CT-29440-0 **ENTITY:** C - Corporation **BRD:** CONTRACTORS LICENSE BOARD **UPDT:** 06/14/2022
BP ID: A92213003
BP NAME: CERTIFIED MANAGEMENT INC
LIC NAME: **TYPE:**

OTHER DBAS

TYPE	EFF DATE	TERM DATE	TRADE/PROFESSIONAL NAME
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EMPLOYERS OF THIS LICENSEE

POS	S	EMPLOYER BP SORTNAME	EMPLOYER LIC	EFF DATE	TERM DATE	EXPIRE
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INSURANCE BOND INFO

TYPE	TRANS	EFF DATE	TERM DATE	CANC DATE	AMOUNT	INOC DATE	INST
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LICENSE HISTORY

TRANS	EFF DATE	TERM DATE	SUSP DATE	LIC PERIOD	RICO NUMBER	REMARKS
FORF - FORFEITED	11/30/2014					
DELT - DELINQUENT	10/01/2014			10/14-09/16		
I - INACTIVE	07/28/2010			10/08-09/10		
CLBUS - BUSINESS ADDRESS ARCHIVED DUE TO CLOSING OF BUSINESS.	10/29/2008	07/28/2010		10/08-09/10		3179 KOAPAKA ST HONOLULU HI 96819 RESTRICTED:

I HEREBY CERTIFY THAT THIS IS A TRUE AND CORRECT COPY OF THE
ORIGINAL ON FILE IN THE DEPARTMENT OF COMMERCE & CONSUMER AFFAIRS

Robyn Viera

Robyn Viera

AN017

REPORT DATE 12/04/2023 08:56 AM

18 09 16

EXHIBIT 2

PVL LICENSEE REPORT



LICENSE TYPE: MORTGAGE SOLICITOR **BUS CD:** AI; A **DT/STAT:** 02/21/2021 F - Terminated; Needs to Reapply
LIC ID: MS-8269-0 **ENTITY:** I - Individual **BRD:** REAL ESTATE COMMISSION **UPDT:** 02/21/2021
BP ID: [REDACTED]
BP NAME: BERNADETTE R BRIONES
LIC NAME: [REDACTED] **TYPE:** [REDACTED]
ORIG LIC: 07/22/1999 **METHOD LIC:** X - Executive/Board Approval Needed **LICE NAME EFF:**
EXPIRE: 12/31/1999 **XMPY RNWL:** [REDACTED] **CLASS PREFIX:**
FORFEIT: 08/30/1999 **SP PRIVLG:** [REDACTED] **EDUC CODE:**
RESTRCT: [REDACTED] **EXPER CODE:** [REDACTED] **TEMP LIC XTH:** 0
CONDNL: [REDACTED] **COND RPT DUE:** [REDACTED] **NEIGH BLE:**
MULT DEP: [REDACTED] **NUM STUDENTS:** [REDACTED] **DUAL RME:** [REDACTED] **BOND:** [REDACTED]
REMARK: [REDACTED]
BUS ADDR: [REDACTED] **EFF DATE:** [REDACTED]
MAIL ADDR: [REDACTED] **RESTRCTGD:** [REDACTED]
PHONE: 8087927763 **EFF DATE:** [REDACTED]

EMPLOYEES OF THIS LICENSE

EMP	EMPLOYEE BP SOFTWARE	EMPLOYEE LIC	DUL EFF DATE	TERM DATE	EXPIRE
5					

LICENSE CLASSES

CLASS	EFF DATE	CLASS	END DATE	RESTRICTED STATUS

REPORT DATE 12/04/2023 09:17 AM

1 OF 6

PVL LICENSEE REPORT



LICENSE TYPE: MORTGAGE SOLICITOR **BUS CD:** AM: A **DT/STAT:** 02/21/2021 F - Terminated; Needs to Resupply
LIC ID: MS-0269-0 **ENTITY:** 1 - Individual **BRD:** REAL ESTATE COMMISSION **UPDT:** 02/21/2021
BP ID: [REDACTED]
BP NAME: BERNADETTE R BRIONES

LIC NAME: **TYPE:**

****OTHER DEAS****

TYPE	EFF DATE	TERM DATE	TRADE PROFESSIONAL NAME
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****EMPLOYERS OF THIS LICENSEE****

POS	S	EMPLOYER BP SORTNAME	EMPLOYER LIC	EFF DATE	TERM DATE	EXPIRE
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****INSURANCE BOND INFO****

TYPE	TRANS	EFF DATE	TERM DATE	CANC DATE	AMOUNT	NO/DL DATE	HIST
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****LICENSE HISTORY****

TRANS	EFF DATE	TERM DATE	SUSP DATE	LIC PERIOD	RIC NUMBER	REMARKS
FORF - FORFEITED	06/30/1999					
DELO - DELINQUENT	01/01/1999			01/99-12/99		

ALH020

REPORT DATE 12/04/2023 09:17 AM

2 OF 6

PVL LICENSEE REPORT



LICENSE TYPE: REAL ESTATE **BUS CD:** A/A: A **DT/STAT:** 08/02/2023 C - Current, Valid & In Good Standing
LIC ID: BROKER **R8-17452-0** **ENTITY:** 1 - Individual **BRD:** REAL ESTATE COMMISSION **UPDT:** 08/02/2023
BP ID: [REDACTED]
BP NAME: BERNADETTE R BRIONES
LIC NAME: **TYPE:**
ORIG LIC: 08/13/2000 **METHOD LIC:** E - By Exam **LIC NAME EFF:**
EXPIRE: 12/31/2024 **XMPY RNWL:** **CLASS PREFIX:**
FORFEIT: **BP PRIVLG:** **EDUC CODE:**
RESTRCT: **EXPER CODE:** **TEMP LIC XTN:** 0
CONDTRL: **COND RPT DUE:** **REIGH MLE:**
MULT DBP: **NUM STUDENTS:** **DUAL RME:** **BOND**
REMARK:
BUS ADDR: **EFF DATE:**
MAIL ADDR: **RESTRICTED:**
PHONE: 8087927763 **EFF DATE:**

“EMPLOYEE OF THIS LICENSEE”

POS	EMPLOYEE BP SORTNAME	EMPLOYEE LIC	DOE	EFF DATE	TERM DATE	EXPIRE
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“LICENSE CLASSES”

AR021

CLASS	EFF DATE	CLASS	END DATE	RESTRICTED	STATUS
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PVL LICENSEE REPORT



LICENSE TYPE: REAL ESTATE **BUS CD:** A1: A **DTSTAT:** 06/02/2023 C - Current, Valid & in Good Standing
LIC ID: RB-17452-0 **ENTITY:** 1 - Individual **BRD:** REAL ESTATE COMMISSION **UPDT:** 06/02/2023
BP ID: XXXXXXXXXX
BP NAME: BERNADETTE R BRIONES
LIC NAME: XXXXXXXXXX **TYPE:**

OTHER DBAS

TYPE	EFF DATE	TERM DATE	TRADE PROFESSIONAL NAME
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EMPLOYERS OF THIS LICENSEE

POS	S	EMPLOYER BP SORT NAME	EMPLOYER LIC	EFF DATE	TERM DATE	EXPIRE
BAC - BROKER-IN-CHARGE		CERTIFIED MANAGEMENT INC	RB-16152-0	06/26/2023	Current	

INSURANCE BOND INFO

TYPE	TRANS	EFF DATE	TERM DATE	CANC DATE	AMOUNT	NOTC DATE	HIST
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LICENSE HISTORY

TRANS	EFF DATE	TERM DATE	SUSP DATE	LIC PERIOD	RICO NUMBER	REMARKS
REAC - REACTIVATED	05/01/2023			1/1/2023 - 12/31/2024		Licenses were Reactivated
I - INACTIVE	01/01/2023			1/1/2023 - 12/31/2024		CONTE - Continuing Education
CMAD - MAILING ADDRESS CHANGED - OLD ADDRESS RECORDED HERE	12/29/2016	01/26/2017		01/17-12/18		711 KAPIOLANI BLVD STE 700 HONOLULU HI 96813

AH022

REPORT DATE 12/04/2023 09:17 AM

4 OF 6

PVL LICENSEE REPORT



LICENSE TYPE: REAL ESTATE SALESPERSON
LIC ID: RS-22000-0
SP ID: [REDACTED]
SP NAME: BERNADETTE R BRIONES
LIC NAME: [REDACTED]
ORIG LIC: 01/22/1979
EXPIRE: 12/31/2000
FORFEIT: [REDACTED]
RESTRCT: [REDACTED]
CONDTRL: [REDACTED]
MULT DEP: [REDACTED]
REMARK: [REDACTED]
BUS ADDR: [REDACTED]
MAIL ADDR: [REDACTED]
PHONE: 8087927763

BUS CD: AR: A
ENTITY: I - Individual
SP PRVLG: [REDACTED]

DT/STAT: 10/31/2022 UP - Upgraded
BRD: REAL ESTATE COMMISSION
UPDT: 10/31/2022

TYPE: [REDACTED]
METHOD LIC: [REDACTED]
XMPT RNWL: [REDACTED]
EXPER CODE: [REDACTED]
COND RPT DUB: [REDACTED]

LICE NAME EFF: [REDACTED]
CLASS PREFIX: [REDACTED]
EDUC CODE: [REDACTED]
TEMP LIC XTN: 0
NEIGH ISLE: [REDACTED]
EFF DATE: [REDACTED]
RESTRCTED: [REDACTED]
EFF DATE: [REDACTED]

NUM STUDENTS: [REDACTED]
DUAL RME: [REDACTED]
BOND: [REDACTED]

EMPLOYEES OF THIS LICENSEE

DOB	S	EMPLOYEE SP FORTNATE	EMPLOYEE LIC	DUL EFF DATE	TERM DATE	EXPIRE

LICENSE CLASSES

CLASS	EFF DATE	CLASS	END DATE	RESTRICTED	STATUS

REPORT DATE 12/04/2023 09:17 AM

5 OF 6

PVL LICENSEE REPORT



LICENSE TYPE: REAL ESTATE SALESPERSON **BUS CD:** **AR:** A **DY/STAT:** 10/31/2022 UP - Upgraded
LIC ID: RS-22008-6 **ENTITY:** I - Individual **BRD:** REAL ESTATE COMMISSION **UPDT:** 10/31/2022
BP ID: **BP NAME:** BERNADETTE R BRIONES

LIC NAME: **TYPE:**

OTHER DRAG

TYPE	EFF DATE	TERM DATE	TRADE/PROFESSIONAL NAME
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EMPLOYERS OF THIS LICENSEE

POS	S	EMPLOYER SP SOFTWARE	EMPLOYER LIC	EFF DATE	TERM DATE	EXPIRE
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INSURANCE BOND INFO

TYPE	TRANS	EFF DATE	TERM DATE	CANC DATE	AMOUNT	NOTE DATE	NOTE
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LICENSE HISTORY

TRANS	EFF DATE	TERM DATE	SUSP DATE	LIC PERIOD	RICO NUMBER	REMARKS
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AM024

RF: CRT DATE: 12/04/2017 09:17 AM

6 OF 6

EXHIBIT 4

From: DCCA No Reply

To: peterw@associahawaii.com

**Renew Your REAL ESTATE BROKER ENTITY License
BEGINNING Monday, 10/24/22**

Aloha:

RB-16152-0 will expire on 12/31/22.

RENEW ONLINE at <https://mypvl.dcca.hawaii.gov/> by midnight (HST) 12/31/22 .
It's secure, fast and simple! Pay by credit card or checking account and have a receipt emailed to you.

MyPVL Login: peterw@associahawaii.com is the email address associated with this license

License not renewed by license expiration date or on an inactive status shall not practice.

Doing so may subject you to disciplinary action

*****POCKET ID's MUST Be Printed Online*****

- You must retrieve and print your pocket ID card online via your MyPVL account at <https://mypvl.dcca.hawaii.gov/> NO OTHER NOTICE WILL BE PROVIDED.
- Any request to have one mailed to you will be at a charge of \$10

RENEWAL PROCESSING TIME:

Are subject to licensee meeting all requirements and may be longer due to high volume of renewals received.

Early submittals are recommended.

Licenses not renewed/restored by 12/31/23 must reapply as a new applicant and meet current requirements.

FOR MORE RENEWAL & RESTORATION INFORMATION Go to:

<https://cca.hawaii.gov/pvl/>

View the "Renewal and Restoration" information under licensing area's web page.

Mahalo,

DCCA-PVL Division

EXHIBIT 4

I HEREBY CERTIFY THAT THIS IS A TRUE AND CORRECT COPY OF THE
ORIGINAL ON FILE IN THE DEPARTMENT OF COMMERCE & CONSUMER AFFAIRS



Robyn Viera

AH031

EXHIBIT 5



Department of Commerce and Consumer Affairs
Professional & Vocational Licensing Division

Renewal Application

LICENSE DATA

REAL ESTATE COMMISSION

License Number: RB-16152

File Number: 3003

REAL ESTATE BROKER ENTITY

LICENSEE INFORMATION

LICENSEE'S NAME AND ADDRESS OF RECORD

CERTIFIED MANAGEMENT INC
CERTIFIED MANAGEMENT INC 737 BISHOP ST 3100
HONOLULU, HI 96813

TOTAL (ON TIME) FEE OF: \$343.00

By License Expiration Date: 12/31/2022

PRINCIPAL BROKER (PB) ON FILE

PAYMENT INFORMATION

RENEWAL RECEIVED ON:

12/29/2022

TRANSACTION REFERENCE ID

000635265

TOTAL AMOUNT PAID

\$343.00

PAYMENT METHOD

TOTAL FEES PAID BY

BILLING ADDRESS

,

LICENSEE HAS ANSWERED THE FOLLOWING QUESTIONS

Questions

(To be completed by the Licensee)

Licensee must answer the following questions:

EXHIBIT 5

AH033

1. Since you last filed an application (initial/renewal), has your license in this state or any other jurisdiction been formally disciplined by way of a fine, suspension, restriction, or revocation?
No
2. Are there any disciplinary actions pending against you in this state or any other jurisdiction?
No
3. Since you last filed an application (initial/renewal), have you been convicted of a crime in which the conviction has not been annulled or expunged?
No
4. Does this brokerage, or any associated licensee, manage property?
Yes
5. If yes, how many units does your brokerage manage in total?
Over 100

Certification

I understand that my license expires on the License Expiration Date shown above. I understand that if I fail to renew my license by the license expiration date I am unlicensed and shall not practice. I further understand that I may resume practice only after I have met all appropriate restoration requirements.

I certify that the statements contained in this application are true and correct. I understand that misrepresentation is grounds for board refusal to renew or subsequent suspension or revocation of license.

Signature: Bernadette R. Briones

I HEREBY CERTIFY THAT THIS IS A TRUE AND CORRECT COPY OF THE
ORIGINAL ON FILE IN THE DEPARTMENT OF COMMERCE & CONSUMER AFFAIRS



Robyn Vierra

AH034

EXHIBIT 6

From: DCCA No Reply

To: bbrlones001@gmail.com

**Renew Your REAL ESTATE BROKER License
BEGINNING Monday, 10/24/22**

Aloha:

RB-17452-0 will expire on 12/31/22.

RENEW ONLINE at <https://mypvl.dcca.hawaii.gov/> by midnight (HST) 12/31/22 .
It's secure, fast and simple! Pay by credit card or checking account and have a receipt emailed to you.

MyPVL Login: bbrlones001@gmail.com is the email address associated with this license

License not renewed by license expiration date or on an inactive status shall not practice.

Doing so may subject you to disciplinary action

*****POCKET ID's MUST Be Printed Online*****

- You must retrieve and print your pocket ID card online via your MyPVL account at <https://mypvl.dcca.hawaii.gov/> NO OTHER NOTICE WILL BE PROVIDED.
- Any request to have one mailed to you will be at a charge of \$10

RENEWAL PROCESSING TIME:

Are subject to licensee meeting all requirements and may be longer due to high volume of renewals received.

Early submittals are recommended.

Licenses not renewed/restored by 12/31/27 must reapply as a new applicant and meet current requirements.

FOR MORE RENEWAL & RESTORATION INFORMATION Go to:


<https://cca.hawaii.gov/pvl/>

View the "Renewal and Restoration" information under licensing area's web page.

Mahalo,

DCCA-PVL Division

EXHIBIT 6

I HEREBY CERTIFY THAT THIS IS A TRUE AND CORRECT COPY OF THE ORIGINAL ON FILE IN THE DEPARTMENT OF COMMERCE & CONSUMER AFFAIRS  Robyn Sierra
--

AH036

EXHIBIT 7



**Department of Commerce and Consumer Affairs
Professional & Vocational Licensing Division**

Renewal Application

LICENSE DATA

REAL ESTATE COMMISSION

License Number: RB-17452

File Number: 1642

REAL ESTATE BROKER

LICENSEE INFORMATION

LICENSEE'S NAME AND ADDRESS OF RECORD

BERNADETTE R BRIONES
2730 BOOTH RD
HONOLULU, HI 96813

TOTAL (ON TIME) FEE OF: \$268.00

By License Expiration Date: 12/31/2022

BROKER AFFILIATION (EMPLOYER/FIRM)

CERTIFIED MANAGEMENT INC

RB-16152-0

PAYMENT INFORMATION

RENEWAL RECEIVED ON:

11/20/2022

TRANSACTION REFERENCE ID

000616727

TOTAL AMOUNT PAID

\$268.00

PAYMENT METHOD

TOTAL FEES PAID BY

BILLING ADDRESS

.

LICENSEE HAS ANSWERED THE FOLLOWING QUESTIONS

Questions

(To be completed by the Licensee)

Licensee must answer the following questions:

EXHIBIT 7

AH038

1. Since you last filed an application (initial/renewal), has your license in this state or any other jurisdiction been formally disciplined by way of a fine, suspension, restriction, or revocation?
No
2. Are there any disciplinary actions pending against you in this state or any other jurisdiction?
No
3. Since you last filed an application (initial/renewal), have you been convicted of a crime in which the conviction has not been annulled or expunged?
No

Certification

I understand that my license expires on the License Expiration Date shown above. I understand that if I fail to renew my license by the license expiration date I am unlicensed and shall not practice. I further understand that I may resume practice only after I have met all appropriate restoration requirements.

I certify that the statements contained in this application are true and correct. I understand that misrepresentation is grounds for board refusal to renew or subsequent suspension or revocation of license.

Signature: Bernadette Reiko Briones

I HEREBY CERTIFY THAT THIS IS A TRUE AND CORRECT COPY OF THE
ORIGINAL ON FILE IN THE DEPARTMENT OF COMMERCE & CONSUMER AFFAIRS

Robyn Vierra

Robyn Vierra

AH039

EXHIBIT 8

DCCA
HAWAII

EXHIBIT 8

POE	S	EMPLOYEE NO	SOFTWARE	EMPLOYEE LIC	DOL EFF DATE	TRM DATE	EXPIRE
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CLASS	FE DATE	CLASS	END DATE	RESTRICTED	STATUS
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1 of 4

PVL LICENSEE REPORT



LICENSE TYPE: REAL ESTATE BROKER **BUS CD:** AA: A **DT/STAT:** 05/02/2023 C - Current, Valid & In Good Standing
LIC ID: RB-16848-0 **ENTITY:** I - Individual **BRD:** REAL ESTATE COMMISSION **UPDT:** 05/02/2023
BP ID: [REDACTED]
BP NAME: PHYLLIS O KACHER

LIC NAME: _____ **TYPE:** _____

OTHER DBAS

TYPE	EFF DATE	TERM DATE	TRADD/PROFESSIONAL NAME
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EMPLOYERS OF THIS LICENSEE

POS	EMPLOYER BP SORTNAME	EMPLOYER LIC	EFF DATE	TERM DATE	EXPIRE
PB - PRINCIPAL BROKER	CERTIFIED MANAGEMENT INC	RB-16152-0	04/06/2023	Current	

INSURANCE BOND INFO

TYPE	TRANS	EFF DATE	TERM DATE	CANC DATE	AMOUNT	NOTE DATE	HIST
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LICENSE HISTORY

TRANS	EFF DATE	TERM DATE	SUSP DATE	LIC PERIOD	PIC NUMBER	REMARKS
REAC - REACTIVATED	04/10/2023			1/1/2023 - 12/31/2024		License was Reactivated
I - INACTIVE	01/01/2023			1/1/2023 - 12/31/2024		EDEL - EMPLOYER DELINQUENT/FORFEITED (FOR "EMPLOYEES" & NOT SOLE OWNERS) (INDIRECT - WHEN EMPLOYEE RENEWS LICENSE & EMPLOYER DOES NOT RENEW, EMPLOYEE'S EMPLOYMENT TERMINATED)
DELO - DELINQUENT	01/01/2021			01/21-12/22		
DELO - DELINQUENT	01/01/2011	02/14/2011		01/11-12/12		
CMADD - MAILING ADDRESS CHANGED - OLD ADDRESS RECORDED HERE	11/07/2002	08/22/2017		01/17-12/18		3682 HILO PL HONOLULU HI 96816
CMADD - MAILING ADDRESS CHANGED - OLD ADDRESS RECORDED HERE	02/03/1999	11/07/2002		01/01-12/02		P O BOX 3140 HONOLULU HI 96802
CMADD - MAILING ADDRESS CHANGED - OLD ADDRESS RECORDED HERE	02/28/1990	05/14/1997		01/07-12/98		P O BOX 3140 HONOLULU HI 96802

AM042

LAST MOD DATE 12/04/2023 09:30 AM

2 OF 4

PVL LICENSEE REPORT



LICENSE TYPE: REAL ESTATE SALESPERSON **BUS CD:** A1: A **DT/STAT:** 02/21/2021 UP - Upgraded
LIC ID: RS-27178-0 **ENTITY:** I - Individual **BRD:** REAL ESTATE COMMISSION **UPDT:** 02/21/2021
BP ID: [REDACTED]
BP NAME: PHYLLIS O KACHER
LIC NAME: **TYPE:** **LIC NAME EFF:**
ORIG LIC: 08/01/1990 **METHOD LIC:** **CLASS PREFIX:**
EXPIRE: 12/31/1990 **XMPT RNWL:** **EDUC CODE:**
FORFEIT: **SP PRIVLG:** **TEMP LIC XTN:** 0
RETRACT: **EXPER CODE:** **NEIGH ISLE:**
CONDTRL: **COND RPT DUE:**
MULT DEP: **NUM STUDENTS:** **DUAL RME:** **BOND**
REMARK: **EFF DATE:**
BUS ADDR: **RESTRICTED:**
MAIL ADDR: **EFF DATE:**

PHONE:

“EMPLOYEES OF THIS LICENSEE”

POS	EMPLOYEE DP SORTNAME	EMPLOYEE LIC	DOL	EFF DATE	TERM DATE	EXPIRE
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“LICENSE CLASSES”

CLASS	EFF DATE	CLASS	EXP DATE	RESTRICTED	STATUS
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AH043

REPORT DATE: 12/04/2023 09:20 AM

3 OF 4

PVL LICENSEE REPORT



LICENSE TYPE: REAL ESTATE SALESPERSON **BUS CD:** **AI:** A **DT/STAT:** 02/21/2021 UP - Upgraded
LIC ID: RS-27178-0 **ENTITY:** 1 - Individual **BRD:** REAL ESTATE COMMISSION **UPDT:** 02/21/2021
BP ID: **BP NAME:** PHYLLIS O KACHER
LIC NAME: **TYPE:**

"OTHER DEBS"

TYPE	EFF DATE	TERM DATE	TRADE PROFESSIONAL NAME
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"EMPLOYERS OF THIS LICENSEE"

PUS	S	EMPLOYER BR SORT NAME	EMPLOYER LIC	EFF DATE	TERM DATE	EXPIRE
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"INSURANCE BOND INFO"

TYPE	TRANS	EFF DATE	TERM DATE	CARK DATE	AMOUNT	NOTE DATE	HST
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"LICENSE HISTORY"

TRANS	EFF DATE	TERM DATE	SUSP DATE	LIC PERIOD	FICC NUMBER	REMARKS
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AH044

REPORT DATE 11/04/2023 09:20 AM

4 OF 4

EXHIBIT 9

CHANGE FORM - REAL ESTATE

Access this form via website at: www.hawaii.gov/hirec

Form is 2 pages. Signature(s) REQUIRED on page 2!

Submit ORIGINALS only - FAX and PHOTOCOPIES will not be accepted.

Use fillable feature or print in BLUE or BLACK INK ONLY. READ instructions carefully.

APR - 6 2023

Mail to:

REAL ESTATE COMMISSION
DCCA, PVL Licensing Branch
P.O. Box 3489
Honolulu, HI 96801

HI- approved off. 4/6/23

SECTION A.

Legal Name of Individual or Business Entity: Phyllis O. Kecher	Deliver to: 335 Merchant St., Room 301 Honolulu, HI 96813	
License Name (Individual's First, Middle, LAST, or Entity) Phyllis O. Kecher	License Number RB- 14949	Other Registrations CMA- CHO-
Residence Location Address, if individual or sole proprietor: (NO P.O. BOX)	RS-	
Business Address only if entity: (NO P.O. BOX) 737 Bishop Street, Suite 3100 Hon HI 96813	Phone Number (days) 808837-5273	
Mailing Address: 737 Bishop Street, Suite 3100 Hon HI 96813	Email Address phyllis@associahawaii.com	

INDICATE CHANGE BEING REPORTED BELOW: NO changes will be recorded unless:

- appropriate box(es) is/are checked
- required signatures are on page 2
- checks are made payable to "Commerce and Consumer Affairs"
- (Note: a \$25 service charge will be assessed for payments that are dishonored for any reason, and the requested change will not be processed. If no fee is indicated, there is no fee for that change.)

The effective date of a change will be as indicated on the form. You must submit changes within 10 days of the change as required by Rule 16-89-5. Failure to comply may result in disciplinary action.

☐ Change RESIDENCE LOCATION ADDRESS to address above.
Sign and date page 2 in Section B.

☐ Change MAILING ADDRESS. Complete "Mailing Address" above. Sign and date page 2 in Section B.

☐ Change BUSINESS ADDRESS of principal place of business or branch office. Sign and date page 2 in Section B to certify that the new business address is in compliance with Chapter 467, HRS, and Chapter 99, HAR. Fee: \$10

New business address:

Phone Number:

☐ Change, ☐ Add or ☐ Delete (check one) TRADE NAME (entity only, includes sole proprietor). Submit a copy of the "Application for Registration of Trade Name" that has been filed-stamped by the Business Registration Division, Commerce and Consumer Affairs. Sign and date page 2 in Section B. Fee: \$10

To:

Delete:

☐ Change legal NAME OF ENTITY or INDIVIDUAL. Attach old wall certificate and copy of legal document showing name change (Entity: File-stamped copy of "Certificate of Amendment" filed with the Business Registration Division, Commerce & Consumer Affairs and an entity resolution. Individual: Marriage certificate, divorce decree, etc.). Sign and date page 2 in Section B. Fee: \$10

Change to:

☐ Request DUPLICATE LICENSE. Indicate type below. Fee: \$10 for each license or certificate. Sign and date page 2 in Section B.

☐ Pocket License

☐ Wall Certificate

☐ Change, ☐ Add or ☐ Delete (check one) LICENSE NAME of Individual. Sign and date page 2 in Section B. The license name of individual broker, RBS, or salesperson shall include the individual's full legal surname. Fee: \$10

Change to:

☐ SURRENDER of License (individual, entity, or branch office). Complete Section A above. A licensee who has no pending complaints, investigations, disciplinary petitions filed against the licensee or disciplinary hearings may surrender the license. Attach wall certificate and pocket license. If the pocket ID card and/or wall certificate are not available, please provide a written explanation as to why they cannot be provided. Once license is surrendered, the person who desires to engage in real estate activity in the future must meet all requirements as a new applicant. Sign and date page 2 in Section B.

☐ Place licensee INACTIVE. Complete Section A above. Releasing principal broker or broker in charge must complete Section C on page 2 and the signature of licensee who is going inactive is required in Section B. If unable to obtain signature of licensee who is going inactive, Rule 16-89-5.1(c) requires the releasing broker to provide the licensee written notification. NOTE: If the licensee is unable to obtain releasing broker's signature, please review the memorandum "Procedures for Difficulties with Releasing Broker on the Change Form or Experience Statement by Broker" on the Real Estate Branch website. If BIC is being placed on inactive status, PB must sign Section C. (BIC NOT AUTHORIZED TO SIGN THEMSELVES OR OTHER BIC'S ON OR OFF.)

☐ Licensee Deceased. Provide a copy of death certificate or obituary. Signature of individual submitting the information is not required.

CF_161010

PAGE 1 OF 2

REC'D Release..... \$77 \$10-\$25-\$75
Service Charge..... BCF.....\$25

EXHIBIT 9

AH046

AH047

☒ **REACTIVATE License:**

- Salesperson/Broker-Salesperson:** Licensee reactivating is to complete Section A on page 1 and sign and date Section B below. A licensee who has been inactive for one or more renewal periods, shall first satisfy the prescribed continuing education (CE) hours of the immediate prior renewal period. The commission shall credit the licensee with CE hours for any certified CE core or elective courses completed during the immediate prior renewal period. Attach original CE certificates. You may obtain original certificates at <https://www.hawaii.gov/hrec>. If you are a new salesperson or broker licensed within the current biennium, CE's are not required. Fee: \$25.
- Entity:** Input name of entity on page 1 in Section A. Principal broker's signature is required in Section B below. Attach a current "Certificate of Good Standing" obtained from the Business Registration Division of the Department of Commerce and Consumer Affairs, entity resolution (sample available at www.hawaii.gov/hrec), and separate change form for the new principal broker and broker in charge(s) (if applicable), and all associating salespersons and broker-salespersons. If using a trade name, attach a file-stamped copy of current trade name registration approved by the Business Registration Division. Fee: \$75.
- Branch Office:** Input name of entity on page 1 in Section A. Principal broker's signature is required in Section B below. Each branch office shall have at least one (1) broker in charge. If the principal broker has not already designated a broker in charge, submit another change form to register a broker in charge for the brokerage firm. Fee: \$75.
- Sole Proprietor:** Complete "Application for License: Real Estate Sole Proprietor" and follow the instructions on that form.

☐ **Change BROKER:** Mark this box if you are immediately changing to a different broker. You must complete Section A on page 1 and sign and date Section B below. If you are currently affiliated with a broker, your former broker must complete Section C below. Your new principal broker or broker in charge must complete Section D below. If a BIC is changing broker, PB must sign Section C. (BIC NOT AUTHORIZED TO SIGN THEMSELVES OR OTHER BIC'S ON OR OFF.)

☐ **Change to SOLE PROPRIETOR:** You must complete Section A on page 1 and Section D below. If you are currently affiliated with a broker, the releasing broker must complete Section C below. If you are on inactive status, see REACTIVATE License above. If you will be using a trade name, attach a file-stamped copy of current trade name registration approved by the Business Registration Division of the Department of Commerce and Consumer Affairs. Complete "Application for License: Real Estate Sole Proprietor" and follow the instructions on that form. Fee: \$45.

☐ **Change PRINCIPAL BROKER ("PB"):** Check this box if the entity is changing its principal broker. This transaction requires 3 change forms: 1 from entity, 1 from new principal broker, and 1 from former principal broker. Only one (1) Fee of \$10 is required for this transaction. SUBMIT ALL 3 COMPLETED CHANGE FORMS TOGETHER.

-Corporate/Partnership/LLC/LLP: Input name of the entity in Section A on page 1. The former PB must complete Section C below. The new PB must complete Section D below. Attach an entity resolution. Sample of an entity resolution is available at www.hawaii.gov/hrec. AND ON A SEPARATE CHANGE FORM...

-New Principal Broker: Input name of the new PB in Section A on page 1 and have him/her complete Section D below. If previously affiliated with a brokerage firm, have your former PB complete Section C below. (NOTE: If new PB is an Real Estate Broker-salesperson within the brokerage firm Section C does not have to be signed by the former PB.) AND ON A SEPARATE CHANGE FORM...

-Former Principal Broker: Input name of the former PB in Section A on page 1. If the former PB is going to another firm, mark the "Change Broker" box and complete Section C below. Have the new PB or broker in charge complete Section D below. If going inactive, follow instructions to place license inactive. If this change form is not received, licensee will automatically be changed to broker-salesperson status with the same company.

☐ **Change to Add or Release BROKER-IN-CHARGE ("BIC"):**

-Add New broker in charge: Input BIC's name in Section A on page 1 and sign and date Section B below. If previously affiliated with another brokerage firm, have your former PB complete Section C below and your new PB complete Section D below. If you're a broker-salesperson currently affiliated within the brokerage firm, also mark the "Change from broker-salesperson to broker in charge" box below and have your PB complete Section D below. If inactive, also mark the "Reactivate" box and follow the instructions to reactivate license. Fee: \$10.

-Release Former broker in charge: Input former BIC's name in Section A on page 1 and sign and date Section B below. If BIC is going to another firm, mark the "Change Broker" box and have the former PB complete Section C below. Have your new PB complete Section D below. If you're changing to a broker-salesperson within the brokerage firm, also mark the "Change from broker in charge to broker-salesperson" box below and have your PB complete Section D below. If going inactive, follow instructions to place license inactive.

☐ Change from broker-salesperson to broker in charge.

☐ Change from broker in charge to broker-salesperson.

☐ **Appointing a TEMPORARY Principal Broker or Broker in Charge:** Input the name of the entity on page 1 in Section A. Submit notification BEFORE the start of the period covered. A principal broker or broker in charge who will be absent from the principal place of business for more than 30 calendar days (and no other broker in charge is registered with the principal place of business) must designate a temporary principal broker or temporary broker in charge. A temporary appointment may be made for up to 6 months, with an extension of 6 months subject to Commission approval. In case of death or prolonged illness, submit doctor's statement documenting illness or death certificate, whichever is appropriate.

Temporary Assignment. Complete period covered (month/year):

FROM

TO

Appointing broker to complete Section C below; Temporary broker accepting assignment to complete Section D below.

SECTION B.
SIGNATURE OF LICENSEE

DATE

SECTION C.
DATE RELEASED
(if applicable)

SIGNATURE of Broker (Principal Broker, Sole Proprietor Broker or Broker in Charge of branch office). Please print your name after your signature.

NAME & FULL BUSINESS ADDRESS of Releasing Entity or Branch Office Member, Street, Suite No., City, State and Zip Code.

SECTION D.
DATE HIRED
(if applicable)

SIGNATURE of Broker (Principal Broker, Sole Proprietor Broker or Broker in Charge of branch office). Please print your name after your signature.

Certified Management, Inc. dba Associa Hawaii, 737 Bishop St. Hon Hi

NAME & FULL BUSINESS ADDRESS of Hiring Entity or Branch Office Member, Street, Suite No., City, State and Zip Code.

License No. of Broker
RB -

License No. of Entity
RB -

License No. of Broker
RB - 14949

License No. of Entity
RB - 10162

Signatories in Section B, C, and/or D certify that the information provided is true and correct.

PAGE 2 OF 2

AH048

I HEREBY CERTIFY THAT THIS IS A TRUE AND CORRECT COPY OF THE
ORIGINAL ON FILE IN THE DEPARTMENT OF COMMERCE & CONSUMER AFFAIRS



Robyn Vierra

AH049

EXHIBIT 10

CHANGE FORM - REAL ESTATE

Access this form via website at: www.hawaii.gov/hires

Form is 3 pages. Signature(s) REQUIRED on page 2!

Submit ORIGINALS only - FAX and PHOTOCOPIES will not be accepted.

Use fillable feature or print in BLUE or BLACK INK ONLY! READ instructions carefully.

41- approved eff 4/6/23
 Mail to: REAL ESTATE COMMISSION
 DCCA, PVL Licensing Branch
 P.O. Box 3489
 Honolulu, HI 96801

SECTION A.

Legal Name of Individual or Business Entity: Certified Management, Inc., dba Associa Hawaii	Deliver to: 335 Merchant St., Room 301 Honolulu, HI 96813	
License Name (individual's First, Middle, LAST, or Entity) Certified Management, Inc., dba, AssociaHawaii	License Number RB- 16162	Other Registrations CMA- CHO-
Residence Location Address, if individual or sole proprietor: (NO P.O. BOX)	RS-	
Business Address only if entity: (NO P.O. BOX) 737 Bishop Street, Suite 3100 Honolulu, HI 96813	Phone Number (days) 808836-0911	
Mailing Address: Same	Email Address bbrianes@associahawaii.com	

INDICATE CHANGE BEING REPORTED BELOW: NO changes will be recorded unless:

- appropriate box(es) below checked
 - required signatures are on page 2
 - checks are made payable to "Commerce and Consumer Affairs"
- (Note: a \$25 service charge will be assessed for payments that are dishonored for any reason, and the requested change will not be processed. If no fee is indicated, there is no fee for that change.)

APR - 6 2023

The effective date of a change will be as indicated on the form. You must submit changes within 10 days of the change as required by Rule 16-99-5. Failure to comply may result in disciplinary action.

- ☐ Change RESIDENCE LOCATION ADDRESS to address above. Sign and date page 2 in Section B.
- ☐ Change MAILING ADDRESS. Complete "Mailing Address" above. Sign and date page 2 in Section B.
- ☐ Change BUSINESS ADDRESS of principal place of business or branch office. Sign and date page 2 in Section B to certify that the new business address is in compliance with Chapter 467, HRS, and Chapter 99, HAR. Fee: \$10

New business address:

Phone Number:

- ☐ Change, ☐ Add or ☐ Delete (check one) TRADE NAME (entity only. Includes sole proprietor). Submit a copy of the "Application for Registration of Trade Name" that has been filed-stamped by the Business Registration Division, Commerce and Consumer Affairs. Sign and date page 2 in Section B. Fee: \$10

From:

To:

Delete:

- ☐ Change legal NAME OF ENTITY or INDIVIDUAL. Attach old wall certificate and copy of legal document showing name change (Entity: File-stamped copy of "Certificate of Amendment" filed with the Business Registration Division, Commerce & Consumer Affairs and an entity resolution. Individual: Marriage certificate, divorce decree, etc.). Sign and date page 2 in Section B. Fee: \$10

Change to:

- ☐ Request DUPLICATE LICENSE. Indicate type below. Fee: \$10 for each license or certificate. Sign and date page 2 in Section B.

☐ Pocket License

☐ Wall Certificate

- ☐ Change, ☐ Add or ☐ Delete (check one) LICENSE NAME of individual. Sign and date page 2 in Section B. The license name of individual broker, RBS, or salesperson shall include the individual's full legal surname. Fee: \$10

Change to:

- ☐ SURRENDER of License (individual, entity, or branch office): Complete Section A above. A licensee who has no pending complaints, investigations, disciplinary actions filed against the licensee or disciplinary hearings may surrender the license. Attach wall certificate and pocket license. If the pocket ID card and/or wall certificate are not available, please provide a written explanation as to why they cannot be provided. Once license is surrendered, the person who desires to engage in real estate activity in the future must meet all requirements as a new applicant. Sign and date page 2 in Section B.

- ☐ Place license INACTIVE. Complete Section A above. Releasing principal broker or broker in charge must complete Section C on page 2 and the signature of licensee who is going inactive is required in Section B. (If unable to obtain signature of licensee who is going inactive, Rule 16-99-5.1(c) requires the releasing broker to provide the licensee written notification. NOTE: If the licensee is unable to obtain releasing broker's signature, please review the memorandum "Procedures for Difficulties with Releasing Broker on the Change Form or Experience Statement by Broker" on the Real Estate Branch website. If BIC is being placed on inactive status, PB must sign Section C. (BIC NOT AUTHORIZED TO SIGN THEMSELVES OR OTHER BIC'S ON OR OFF.)

- ☐ Licensee Deceased. Provide a copy of death certificate or obituary. Signature of individual submitting the information is not required.

CF_161010

PAGE 1 OF 2

REC'D Reference.....\$17..... \$10 625-678
 Service Charge.....RCF.....\$378

EXHIBIT 10

AH051

AH052

☒ **REACTIVATE License:**

- Salesperson/Broker-Salesperson:** Licensee reactivating is to complete Section A on page 1 and sign and date Section B below. **APR - 5 2023** New principal broker or broker in charge must complete Section D below. A licensee who has been inactive for one or more renewal periods, shall first satisfy the prescribed continuing education (CE) hours of the immediate prior renewal period. The commission shall credit the licensee with CE hours for any certified CE course or elective course completed during the immediate prior renewal period. Attach signed CE certificates. You may obtain original certificates at <https://pvl.hawaii.gov/ce>. If you are a new salesperson or broker licensed within the current biennium, CE's are not required. Fee: \$25.
- Entity:** Input name of entity on page 1 in Section A. Principal broker's signature is required in Section B below. Attach a current "Certificate of Good Standing" obtained from the Business Registration Division of the Department of Commerce and Consumer Affairs, entity resolution (sample available at www.hawaii.gov/dcca), and separate change form for the new principal broker and broker in charge (if applicable), and all associating salespersons and broker-salespersons. If using a trade name, attach a file-stamped copy of current trade name registration approved by the Business Registration Division. Fee: \$75.
- Branch Office:** Input name of entity on page 1 in Section A. Principal broker's signature is required in Section B below. Each branch office shall have at least one (1) broker in charge. If the principal broker has not already designated a broker in charge, submit another change form to register a broker in charge for the brokerage firm. Fee: \$75.
- Sole Proprietor:** Complete "Application for License: Real Estate Sole Proprietor" and follow the instructions on that form.

- ☐ **Change BROKER:** Mark this box if you are immediately changing to a different broker. You must complete Section A on page 1 and sign and date Section B below. If you are currently affiliated with a broker, your former broker must complete Section C below. Your new principal broker or broker in charge must complete Section D below. If a BIC is changing broker, PB must sign Section C. (BIC NOT AUTHORIZED TO SIGN THEMSELVES OR OTHER BIC'S ON OR OFF.)
- ☐ **Change to SOLE PROPRIETOR:** You must complete Section A on page 1 and Section D below. If you are currently affiliated with a broker, the releasing broker must complete Section C below. (If you are on inactive status, see REACTIVATE License above.) If you will be using a trade name, attach a file-stamped copy of current trade name registration approved by the Business Registration Division of the Department of Commerce and Consumer Affairs. Complete "Application for License: Real Estate Sole Proprietor" and follow the instructions on that form. Fee: \$85.
- ☐ **Change PRINCIPAL BROKER ("PB"):** Check this box if the entity is changing its principal broker. This transaction requires 3 change forms. 1 from entity, 1 from new principal broker, and 1 from former principal broker. Only one (1) Fee of \$10 is required for this transaction. **SUBMIT ALL 3 COMPLETED CHANGE FORMS TOGETHER.**
- Corporate/Partnership/LLC/LLP:** Input name of the entity in Section A on page 1. The former PB must complete Section C below. The new PB must complete Section D below. Attach an entity resolution. Sample of an entity resolution is available at www.hawaii.gov/dcca. **AND ON A SEPARATE CHANGE FORM...**
- New Principal Broker:** Input name of the new PB in Section A on page 1 and have him/her complete Section D below. If previously affiliated with a brokerage firm, have your former PB complete Section C below. (NOTE: If new PB is an Real Estate Broker-salesperson within the brokerage firm Section C does not have to be signed by the former PB.) **AND ON A SEPARATE CHANGE FORM...**
- Former Principal Broker:** Input name of the former PB in Section A on page 1. If the former PB is going to another firm, mark the "Change Broker" box and complete Section C below. Have the new PB or broker in charge complete Section D below. If going inactive, follow instructions to place license inactive. If this change form is not received, licensee will automatically be changed to broker-salesperson status with the same company.
- ☒ **Change to Add or Release BROKER-IN-CHARGE ("BIC"):**
- Add New broker in charge:** Input BIC's name in Section A on page 1 and sign and date Section B below. If previously affiliated with another brokerage firm, have your former PB complete Section C below and your new PB complete Section D below. If you're a broker-salesperson currently affiliated within the brokerage firm, also mark the "Change from broker-salesperson to broker in charge" box below and have your PB complete Section D below. If inactive, also mark the "Reactivate" box and follow the instructions to reactivate license. Fee: \$10.
- Release Former broker in charge:** Input former BIC's name in Section A on page 1 and sign and date Section B below. If BIC is going to another firm, mark the "Change Broker" box and have the former PB complete Section C below. Have your new PB complete Section D below. If you're changing to a broker-salesperson within the brokerage firm, also mark the "Change from broker in charge to broker-salesperson" box below and have your PB complete Section D below. If going inactive, follow instructions to place license inactive.
- ☐ Change from broker-salesperson to broker in charge. ☐ Change from broker in charge to broker-salesperson.

- ☐ **Appointing a TEMPORARY Principal Broker or Broker in Charge:** Input the name of the entity on page 1 in Section A. Submit notification BEFORE the start of the period covered. A principal broker or broker in charge who will be absent from the principal place of business for more than 30 calendar days (and no other broker in charge is registered with the principal place of business) must designate a temporary principal broker or temporary broker in charge. A temporary appointment may be made for up to 6 months, with an extension of 6 months subject to Commission approval. In case of death or prolonged illness, submit doctor's statement documenting illness or death certificate, whichever is appropriate.

Temporary Assignment. Complete period covered (month/year).

FROM

TO

Appointing broker to complete Section C below; Temporary broker accepting assignment to complete Section D below.

SECTION B.

SIGNATURE OF LICENSEE

DATE

SECTION C.

DATE RELEASED
(if applicable)

SIGNATURE of Broker (Principal Broker, Sole Proprietor Broker or Broker in Charge of branch office). Please print your name after your signature.

License No. of Broker

RB -

License No. of Entity

RB -

NAME & FULL BUSINESS ADDRESS of Releasing Entity or Branch Office Member, Street, Suite No., City, State and Zip Code.

SECTION D.

DATE HIRED
(if applicable)

SIGNATURE of Broker (Principal Broker, Sole Proprietor Broker or Broker in Charge of branch office). Please print your name after your signature.

License No. of Broker

RB - 17452

License No. of Entity

RB - 16152

Certified Management, Inc. dba Associa Hawaii

NAME & FULL BUSINESS ADDRESS of Hiring Entity or Branch Office Member, Street, Suite No., City, State and Zip Code.

Signatories in Section B, C, and/or D certify that the information provided is true and correct.

PAGE 2 OF 2

AH053

I HEREBY CERTIFY THAT THIS IS A TRUE AND CORRECT COPY OF THE
ORIGINAL ON FILE IN THE DEPARTMENT OF COMMERCE & CONSUMER AFFAIRS

Robyn Viera

Robyn Viera

AH054



APR - 6 2023

Department of Commerce and Consumer Affairs

CERTIFICATE OF GOOD STANDING

I, the undersigned Director of Commerce and Consumer Affairs of the State of Hawaii, do hereby certify that according to the records of this Department,

CERTIFIED MANAGEMENT, INC.

was incorporated under the laws of Hawaii on 11/25/1991 ; and that it is an existing corporation in good standing, and is duly authorized to transact business.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the seal of the Department of Commerce and Consumer Affairs, at Honolulu, Hawaii.

Dated: April 05, 2023

Director of Commerce and Consumer Affairs



To check the authenticity of this certificate, please visit: <http://dca.hawaii.gov/documents/authenticate.html>
Authentication Code: 460117-COGS_PDF-0590001

AH055

AH056

Entity Resolution

APR - 6 2023

Applicant: Certified Management, Inc

(Name of Entity)

hereby appoints Phyllis O Kacher

(Name of individual broker)

, license number RB- 14949

(Broker's license number)

who shall be at all times a holder of a valid and subsisting real estate broker's license of the State of Hawaii, to be its principal broker. The principal broker shall have direct management and supervision of the brokerage firm and its real estate licensees. The principal broker shall be responsible for:

- (1) The client trust accounts, disbursements from those accounts, and the brokerage firm's accounting practices;
- (2) The brokerage firm's records, contracts, and documents;
- (3) All real estate contracts of the brokerage firm and its handling by the associated real estate salesperson;
- (4) The proper handling of any commission application, real estate license application, or renewal application that the principal broker or the brokerage firm expressly agrees to handle on behalf of the applicant, including without limitation, verifying for completeness and appropriate fees, and mailing or delivering the appropriate documents to the commission by the required deadline;
- (5) Developing policies and procedures for the brokerage firm concerning the handling of real estate transactions and the conduct of the associated real estate licensees and other staff, including education and enforcement of the policies and procedures;
- (6) Setting a policy on continuing education requirements for all associated real estate licensees in compliance with the statutory requirement;
- (7) Ensuring that the licenses of all associated real estate licensees and the brokerage firm license are current and active;
- (8) Establishing and maintaining a training program for all associated real estate licensees; and
- (9) Ensuring that all associated real estate licensees are provided information and training on the latest amendments to real estate licensing laws and rules as well as other related laws and rules.

If the principal broker is not an officer of a corporation, not a partner of a partnership, or not a member of a member-managed or manager of a manager-managed limited liability company, he/she must be an employee. (Sections 467-8(4), 467-8(5), and 467-8(8), HRS).

ONE OF THE FOLLOWING MUST BE SELECTED:

- ☐ The principal broker is an officer of a corporation, a partner of a partnership, or a member of a member-managed or manager of a manager-managed limited liability company
- ☒ The principal broker is an EMPLOYEE of the corporation, partnership, or limited liability company

Except in the case of one person entities, this document must be signed by an officer, partner, manager, or member other than the principal broker.



Signature of Officer, Partner, Manager, or Member other than the
Principal Broker, except in the case of one person entities

Effective 4/5/23 PM
2023

(Date)

Print Name: Phyllis Wong

Print Title: President

ENTITYRES003_2013

AH057

AH058

EXHIBIT A

ELECTIVE

Certificate No. 584310

**CONTINUING EDUCATION
COURSE COMPLETION CERTIFICATE
FOR HAWAII REAL ESTATE LICENSEES**

THE CE SHOP, INC.
Provider Name

Hereby Awards This Certificate to
BERNADETTE R BRIONES
Broker/Salesperson

RB-17452-0
License Number

3.00
Hours of Credit

In Recognition of Attendance and Completion of
AFFORDABLE HOUSING SOLUTIONS FOR HOMES AND FINANCING
Course Name

Dec 27, 2020
Course Completion Date

THE CE SHOP, INC.
Administrator, Continuing Education Provider

ELECTIVE

This certificate is only valid for the 2024 - 2024 renewal periods. Do not turn in this certificate - please RETAIN this certificate as your records. However, licensee may be required to present this certificate, upon request, to the Real Estate Commission.

Submit this certificate only if restoring or reactivating your license after 10/24/2024. For more information, contact the Licensing Branch at (808) 586-3000. Continuing education information on this certificate reflects information from the PVL Real Estate Branch records database, as provided by the continuing education provider. As of 02/15/2024 the information provided on this certificate is true and correct to the best of our knowledge.

Attendee Code: 713588

EXHIBIT B

COMMUNITY ASSOCIATIONS INSTITUTE

recognizes

Bernadette Reiko Briones

CMCA, AMS

for completion of

M-205: Risk Management

September 16, 2021

CAI appreciates your commitment to building better communities
through professionalism, effective leadership and responsible citizenship.



THOMAS M. SKIBA, CAE
CHIEF EXECUTIVE OFFICER



Continuing Education Credit for CMCA, AMS, and PCAM Credentials

Course	CMCA	AMS	PCAM
M-100: The Essentials of Community Management	Prerequisite course to <i>earn</i> the CMCA	To earn the AMS, you must pass the CMCA Exam (for which the M-100 is a prerequisite course)	To earn the PCAM, you must pass the CMCA Exam (for which the M-100 is a prerequisite course)
M-201: Facilities Management	12 hours of CE credit toward recertification	<p>* To earn the AMS: Pass any two 200-level courses</p> <p>* To redesignate: Pass one 200-level course and complete eight hours of other industry related education to fulfill the AMS redesignation</p>	All 200-level courses are required to earn the PCAM
M-202: Association Communications	12 hours of CE credit toward recertification		
M-203: Community Leadership	12 hours of CE credit toward recertification		
M-204: Community Governance	14 hours of CE credit toward recertification		
M-205: Risk Management	14 hours of CE credit toward recertification		
M-206: Financial Management	14 hours of CE credit toward recertification		
M-300: Ethics and the Community Manager	6 hours of CE credit toward recertification	Can be used for AMS redesignation after completing all 200-level courses, or as the 8 additional hours	Fulfills PCAM redesignation requirement
M-310: Management Company Administration	16 hours of CE credit toward recertification	Can be used for AMS redesignation after completing all 200-level courses, or as the 8 additional hours	Fulfills PCAM redesignation requirement
M-320: High-Rise Maintenance & Management	16 hours of CE credit toward recertification	Can be used for AMS redesignation after completing all 200-level courses, or as the 8 additional hours	Fulfills PCAM redesignation requirement
M-330: Advanced Insurance and Risk Management	16 hours of CE credit toward recertification	Can be used for AMS redesignation after completing all 200-level courses, or as the 8 additional hours	Fulfills PCAM redesignation requirement
M-340: Managing the Large-Scale Association	16 hours of CE credit toward recertification	Can be used for AMS redesignation after completing all 200-level courses, or as the 8 additional hours	Fulfills PCAM redesignation requirement
M-350: Manager and the Law	16 hours of CE credit toward recertification	Can be used for AMS redesignation after completing all 200-level courses, or as the 8 additional hours	Fulfills PCAM redesignation requirement
M-360: Leadership Practices in Building Community	16 hours of CE credit toward recertification	Can be used for AMS redesignation after completing all 200-level courses, or as the 8 additional hours	Fulfills PCAM redesignation requirement
M-370: Managing Developing Communities	12 hours of CE credit toward recertification	Can be used for AMS redesignation after completing all 200-level courses, or as the 8 additional hours	Fulfills PCAM redesignation requirement
M-380: Litigation Training for Managers	8 hours of CE credit toward recertification	Can be used for AMS redesignation after completing all 200-level courses, or as the 8 additional hours	Fulfills PCAM redesignation requirement
M-390: Leadership Practices in Customer Service	8 hours of CE credit toward recertification	Can be used for AMS redesignation after completing all 200-level courses, or as the 8 additional hours	Fulfills PCAM redesignation requirement
M-400: Contemporary Issues in Community Management	12 hours of CE credit toward recertification	Can be used for AMS redesignation after completing all 200-level courses, or as the 8 additional hours	Fulfills PCAM redesignation requirement

Maintaining the AMS or PCAM designation fulfills the continuing education requirements for CMCA recertification

EXHIBIT C

Certificate No. 407969

STATE OF HAWAII
CONTINUING EDUCATION
COURSE COMPLETION CERTIFICATE
FOR HAWAII REAL ESTATE LICENSEES

HAWAII FIRST REALTY LLC
Provider Name

Hereby Awards This Certificate to
BERNADETTE R BRIONES
Broker/Salesperson

RB-17452-0
License Number

3.00
Hours of Credit

In Recognition of Attendance and Completion of
2024/2022 CORE B DITCH THE MIS IN MISREPRESENTATION
Course Name

Jul 18, 2022
Course Completion Date

HAWAII FIRST REALTY LLC
Administrator, Continuing Education Provider

This certificate is only valid for the 2024 - 2024 renewal periods. Do not turn in this certificate - please RETAIN this certificate as your records. However, licensee may be required to present this certificate, upon request, to the Real Estate Commission.

Submit this certificate only if restoring or reactivating your license after 10/24/2024. For more information, contact the Licensing Branch at (808) 586-3000. Continuing education information on this certificate reflects information from the PVL Real Estate Branch records database, as provided by the continuing education provider. As of 02/15/2024, the information provided on this certificate is true and correct to the best of our knowledge.

Attendee Code: 224195

EXHIBIT D

Certificate No. 410085

ELECTIVE

ELECTIVE

**CONTINUING EDUCATION
COURSE COMPLETION CERTIFICATE**
FOR HAWAII REAL ESTATE LICENSEES

HAWAII FIRST REALTY LLC
Provider Name

Hereby Awards This Certificate to
BERNADETTE RIBBONES
Broker/Salesperson

RB-17452-0
License Number

8:00
Hours of Credit

In Recognition of Attendance and Completion of
BASICS OF CONDO GOVERNANCE, OWNERS RIGHTS, DISPUTE RESOLUTION & DOCUMENT PRODUC
Course Name

Aug 09, 2022
Course Completion Date

HAWAII FIRST REALTY LLC
Administrator, Continuing Education Provider

This certificate is only valid for the 2024 - 2024 renewal periods. Do not turn in this certificate - please **RETAIN** this certificate as your records. However, licensee may be required to present this certificate, upon request, to the Real Estate Commission.

Submit this certificate only if restoring or reactivating your license after 10/24/2024. For more information, contact the Licensing Branch at (808) 586-3000. Continuing education information on this certificate reflects information from the PVL Real Estate Branch records database, as provided by the continuing education provider. As of 02/15/2024, the information provided on this certificate is true and correct to the best of our knowledge.

Attendee Code: 226311

EXHIBIT E

Certificate No. 410120

ELECTIVE

ELECTIVE

**CONTINUING EDUCATION
COURSE COMPLETION CERTIFICATE
FOR HAWAII REAL ESTATE LICENSEES**

HAWAII FIRST REALTY LLC
Provider Name

Hereby Awards This Certificate to
BERNADETTE R. BRIONES
Broker/Salesperson

RB-17452-0
License Number

3.00
Hours of Credit

In Recognition of Attendance and Completion of
UNDERSTANDING CONDO FINANCIAL INFORMATION
Course Name

Sep 06, 2022
Course Completion Date

HAWAII FIRST REALTY LLC
Administrator, Continuing Education Provider

This certificate is only valid for the 2024 - 2024 renewal periods. Do not turn in this certificate - please RETAIN this certificate as your records. However, licensee may be required to present this certificate, upon request, to the Real Estate Commission.

Submit this certificate only if restoring or reactivating your license after 10/24/2024. For more information, contact the Licensing Branch at (808) 586-3000. Continuing education information on this certificate reflects information from the PVL Real Estate Branch records database, as provided by the continuing education provider. As of 02/15/2024 the information provided on this certificate is true and correct to the best of our knowledge.

Attendee Code: 228346

EXHIBIT F

Certificate No. 463863

STATE OF HAWAII
CONTINUING EDUCATION
COURSE COMPLETION CERTIFICATE
FOR HAWAII REAL ESTATE LICENSEES

THE CE SHOP, LLC
Provider Name

Hereby Awards This Certificate to
BERNADETTE R. DRIONES
Broker/Salesperson

RB-17452-0
License Number

3.00
Hours of Credit

In Recognition of Attendance and Completion of
2021-2022 CORE A FAIR PLAY IN FAIR HOUSING: IT'S NOT A GAME, IT'S THE LAW!
Course Name

Nov 12, 2022
Course Completion Date

THE CE SHOP, LLC
Administrator Continuing Education Provider

This certificate is only valid for the 2024 - 2024 renewal periods. Do not turn in this certificate - please RETAIN this certificate as your records. However, licensees may be required to present this certificate, upon request, to the Real Estate Commission.

Submit this certificate only if restoring or reactivating your license after 10/24/2024. For more information, contact the Licensing Branch at (808) 586-3000. Continuing education information on this certificate reflects information from the PVL Real Estate Branch records database, as provided by the continuing education provider. As of 02/15/2024, the information provided on this certificate is true and correct to the best of our knowledge.

Attendee Code: 260089

EXHIBIT G

Certificate No. 464818

ELECTIVE

ELECTIVE

**CONTINUING EDUCATION
COURSE COMPLETION CERTIFICATE
FOR HAWAII REAL ESTATE LICENSEES**

THE CE SHOP, LLC
Provider Name

Hereby Awards This Certificate to
BERNADETTE R BRIONES
Broker/Salesperson

RB-17452-0
License Number

4.00
Hours of Credit

In Recognition of Attendance and Completion of
DOCUMENT DILIGENCE: SAFEGUARDING YOUR TRANSACTIONS
Course Name

Nov 12, 2022
Course Completion Date

THE CE SHOP, LLC
Administrator, Continuing Education Provider

This certificate is only valid for the 2024 - 2024 renewal periods. Do not turn in this certificate - please RETAIN this certificate as your records. However, licensee may be required to present this certificate, upon request, to the Real Estate Commission.

Submit this certificate only if restoring or reactivating your license after 10/24/2024. For more information, contact the Licensing Branch at (808) 536-3000. Continuing education information on this certificate reflects information from the PVL Real Estate Branch records database, as provided by the continuing education provider. As of 02/15/2024, the information provided on this certificate is true and correct to the best of our knowledge.

Attendee Code: 281044

EXHIBIT H



The CE Shop

REAL ESTATE

THE REALTOR'S CE SHOP

[BACK TO HOME](#)

REAL ESTATE

Assistance Animals
And Fair Housing

REPORTED

11/14/2022

Hawaii

Broker and
Sales License

4

My Courses

REAL ESTATE

Assistance Animals
And Fair Housing

REPORTED

12/28/2020

Hawaii

Broker and
Sales License

4

12/26/2021



EXHIBIT I

Real Estate Commission Bulletin



Did You Successfully Renew Your License?

Now that on-time renewals are over, here are a few things the Real Estate Branch would like to point out:

Real Estate License renewals occur every **EVEN-NUMBERED** year (e.g. 2022, 2024, 2026). We are talking about your **REAL ESTATE LICENSE** and **NOT** your **Board of REALTORS®** membership. Do not confuse the two!

Visit the Professional and Vocational Licensing Division's License Search site at <https://mypvl.dcca.hawaii.gov/public-license-search/> or your MyPVL account at <https://mypvl.dcca.hawaii.gov> to confirm your license was renewed successfully. Check that your license expiration reflects 12/31/24 and your status reads "CURRENT, VALID & IN GOOD STANDING". Also, if you renewed on **ACTIVE** status be sure to check that it states "Active". If you renewed on active status but it reads "INACTIVE", your license is inactive and you should double-check why.

If your license was renewed **INACTIVE** involuntarily, here are a few possible reasons:

1. LACK OF CE HOURS:

Duplicate continuing education credit. Pursuant to Hawaii Administrative Rules, §16-99-95, "Duplicate continuing education hours. Except as provided by the commission or by this subchapter, a licensee shall not take a continuing education course for which the licensee has already received a certificate within two consecutive biennia." Therefore, if you have repeated a continuing education (CE) course that you have taken in the previous biennium, you will not receive credit for the repeated CE course.

Licensees are responsible to confirm their CE course(s) have not been duplicated and may track their previous courses via their MyPVL account and clicking on the RECE (Real Estate Continuing Education) tab.

Once you have completed your CEs and your courses have been reported to the education system by the CE provider(s), you must submit a Change Form to the Licensing Branch with the required \$25.00 reactivation fee. Complete Section A, mark the "REACTIVATE License" box, and have your principal broker or broker-in-charge sign the form in Section D.

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Did You Successfully Renew Your License? (cont. from page 1)

Ethics courses. If the trade organization is requiring ethics courses as a prerequisite to complete the membership renewal process, keep in mind only CE courses approved by the Hawaii Real Estate Commission ("Commission") and offered by a CE Provider approved by the Commission are available for CE credit to Hawaii real estate licensees. Contact the CE provider that is offering that particular ethics course to see if it was approved by the Commission to receive CE credit. If the course is not a Commission approved course, you will not receive credit for it.

2. DEPENDENCY:

If a PB, BIC, and/or brokerage firm's license(s) was not successfully renewed before December 31, 2022, all associated licensees who have renewed their individual licenses will be current but inactive. You can check the status of your PB's, BIC's, and/or the brokerage firm's license at <https://mypvl.dcca.hawaii.gov/public-license-search/>.

Remember to check that your license was properly renewed. With a forfeited or inactive license, you must stop conducting any real estate activity.

YOU MUST RENEW YOUR LICENSE WHETHER YOU ARE ACTIVE OR INACTIVE

Always remember to renew your license and pay the renewal fees every even-numbered year to keep it **CURRENT**. Placing your license on an inactive status and failing to pay for the renewal fee will result in a forfeited license. Pursuant to Hawaii Revised Statutes 436B-2, a forfeited license means the immediate and automatic termination or cancellation without any prior consultation with the licensee of a license issued by a board, caused by a licensee's voluntary or involuntary failure to comply with the requirements for maintaining or renewing a license. Late fees and additional requirements must be met to restore your forfeited license.

SURRENDERING YOUR LICENSE

Finally, if you decide to surrender your license and not pay for your renewal fees, this may be done with a change form. Surrendering a license is not the same as inactivating a license. Surrendering your license means you shall cease conducting all real estate activities. Forever. Should you decide to engage in any real estate activity again, you shall obtain a new license as a new applicant for a salesperson license. In other words, once you surrender your license, you no longer have a license and you will be subject to applicable new licensing requirements in effect at the time of application (i.e. prelicense school, state exam). For brokers who surrender their license, they must start over as a salesperson.

On-Time License Renewal Statistics

As of January 10, 2023, the renewal statistics for real estate brokers, entities, and salespersons are as follows:

Licenses Eligible for Renewal	No. of Licenses	Licenses Renewed	% Renewed	Online Renewals	% of Licenses Renewed Online
Real Estate Brokers (RB)	4,248	3,892	91.6%	3,775	97%
Real Estate Sole (RB)	802	667	83.2%	646	96.9%
Real Estate Entity (RB)	1,742	1,575	90.4%	1,486	94.3%
Real Estate Branch Office (RBO)	132	100	75.8%	99	99%
Real Estate Salesperson (RS)	13,597	11,306	83.1%	10,928	96.7%
TOTAL	20,521	17,540	85.5%	16,934	96.5%

The Chair's Message

Happy New Year! Welcome, 2023!

Actually, by the time you read this (due to publication deadlines), *Kung Hei Fat Choi* or Happy Chinese New Year will be more appropriate. And, therefore, Welcome the Year of the Rabbit!

Wow – 2023! It is amazing how fast time passes. It seems like only yesterday I was answering questions from the State Senate and getting sworn in as a new commissioner. In actuality, that was not yesterday but four years ago and I will be completing my term this summer.

Since then, much has transpired. The world went through unprecedented times. We faced many challenges. Many lost loved ones unexpectedly. Fortunately, due to our hard work, focus, and persistence things are improving. Each and every day significant progress is being made in a positive direction. This recent course of events has influenced my new year's resolution. These events have also made me better comprehend the saying, "time does not stop for anyone." Recognizing and realizing this – my 2023 resolution is:

- (1) Be grateful for each day; and,
- (2) Be appreciative of the blessings I have.

What is your 2023 Resolution?

For those of you who have one, congratulations and good luck. For those of you who do not have one, if I may, may I suggest one?

Be the best Hawaii real estate licensee that you can be.

Some of you may be thinking, is Commissioner Yamane nuts? What a corny resolution! If you would allow me some latitude, let me explain.

Since sitting on the Real Estate Commission, the most asked question or request I have had by many of you licensees has been – can you guess? That is right!

Can you please keep my name out of the Administrative Actions section of the Real Estate Bulletin?

I find human nature to be interesting. Many of you tell me the first place you turn to when receiving the Bulletin is the Administrative Actions section. Some of you tell me the Administrative Action section is the only section of the Bulletin you read. (Shame on you for not reading the Chair's Message.) All of you tell me the reason you look there is to make sure your name is not mentioned and you want to know who among your peers is in trouble. "Where... good... I am safe but, look ... so and so is in trouble." A true dichotomy if you will, very interesting.

First, I do not have the power to keep you out of the Bulletin if you deserve to be highlighted in the Administrative Action section. I know more of you, especially those who have not read my message, will still ask. No problem.

Second, you are your own keeper. As a licensed professional you proved to be a responsible individual. Most times, your actions or your inactions lead to your "fame" and your name being published in the Bulletin. As a licensed professional, you have laws you must abide by, rules and regulations to follow, and a code of ethics to honor. You have taxes, dues, and fees that must be paid in a timely manner. You were granted a license after taking classes, passing an examination, and applying with the State of Hawaii. You assured the Real Estate Commission you would deal with the public in an honest, professional, and ethical manner. Furthermore, you would be accountable for your actions and conduct your business with integrity. Do you now see why I suggested the resolution – be the best Hawaii real estate licensee that you can be? The Real Estate Commission's job is to protect the public. If you honor your license, carry yourself in a professional manner and be the best you can be, you will stay out of trouble and out of the Administrative Action section of the REC Bulletin.

Finally, stop and think for a moment about how lucky you are to be a Hawaii real estate licensee. Hawaii is paradise. As a Hawaii real estate licensee you are able to sell a piece or many pieces of paradise. Look at your beautiful surroundings – blue skies; lush, green mountains; white, sandy beaches – while breathing fresh, clean air; observing vibrant rainbows; and feeling the radiant sun's warmth. How blessed are you? Quite blessed. I would say, so appreciate it. Let's take our profession seriously in 2023. If you do, 2023 will definitely be an exceptional year.

Wishing all of you good health, continued success, and much happiness.

Mahalo Nui Loa.



Derrick Yamane, Chair
Hawaii Real Estate Commission



Reactivating or Restoring Your License

RE-ACTIVATING OR RESTORING A FORFEITED LICENSE

If your license is renewed on INACTIVE status, and you wish to change to active status, or if for any reason your license is forfeited on January 1, 2023 (whether you voluntarily did not renew on time, you forgot to renew your check was returned by the financial institution, etc.) and you wish to restore your license, the table below lists documents and fees which must be submitted to the Licensing Branch. If your license was forfeited before or on January 1, 2023, or if you apply for restoration after December 31, 2023, you must submit a Restoration Application (call 588-3000 to obtain application) and follow the instructions that accompany that application.

RE-ACTIVATING				
Individual Brokers, Salespersons	Principal Brokers, Brokers in Charge	Entities (Corporation, Partnership, LLC, or LLP)	Sole Proprietors	Branch Office
<ul style="list-style-type: none"> Change Form (signed by Principal Broker or Broker in Charge) \$25 fee 	<ul style="list-style-type: none"> Change Form \$25 fee 	<ul style="list-style-type: none"> Change Form for entity with \$75 fee Change Form for principal broker with \$25 fee Change Form for ALL associating licensees with \$25 fee for each Change Form 	<ul style="list-style-type: none"> Application for sole proprietor \$65 fee Change Form for ALL associating licensees with \$25 fee for each Change Form 	<ul style="list-style-type: none"> Change Form for branch office with \$75 fee Change Form to register a broker in charge if the principal broker has not already designated a broker in charge
		<ul style="list-style-type: none"> Trade name document (if using a trade name) from Business Registration Division 588-2727 	<ul style="list-style-type: none"> Trade name document (if using a trade name) from Business Registration Division 588-2727 	
		<ul style="list-style-type: none"> Certificate of Good Standing from Business Registration 		
		<ul style="list-style-type: none"> Entity Resolution appointing principal broker 		
RESTORING BETWEEN JANUARY 1 AND DECEMBER 31, 2023				
<ul style="list-style-type: none"> Renewal Application \$268 renewal fee \$50 penalty fee Change Form if restoring on active status 	<ul style="list-style-type: none"> Renewal Application \$268 renewal fee \$50 penalty fee Change Form if restoring on active status 	<ul style="list-style-type: none"> Renewal Application \$343 renewal fee \$100 penalty fee Change Form for principal broker Change Form for ALL associating licensees Trade name document (if using a trade name) Certificate of Good Standing Entity Resolution appointing principal broker 	<ul style="list-style-type: none"> Renewal Application \$298 renewal fee \$60 penalty fee Trade name document (if using a trade name) Change Form for ALL associating licensees 	<ul style="list-style-type: none"> Renewal Application \$268 renewal fee \$50 penalty fee

The Change Form and Application for License, Real Estate Sole Proprietor may be retrieved from the Commission's web site, <http://www.hawaii.gov/hirec>

This material can be made available for individuals with special needs. Please call the Licensing Branch Manager at 588-3000 to submit your request.

Broker Experience Certificate Must Be Presented to PSI Prior to Testing

Broker candidates must apply for and receive a broker experience certificate ("BE") prior to sitting for the broker licensing exam with PSI. Without an approved BE, candidate exams will not be honored.

The following are samples of the "Application for Experience Certificate-Real Estate Broker" and the "Experience Certification Statement". These forms ARE NOT THE CERTIFICATE TO SIT FOR THE EXAM. You must submit the application, experience statement and application fee to the Real Estate Branch PRIOR to sitting for the exam.

The image displays two sample forms side-by-side. The left form is titled "Application for Experience Certificate-Real Estate Broker" and contains a table for listing experience with columns for "Date", "Employer", "Position", "Type of Experience", and "Hours". The right form is titled "Experience Certification Statement" and contains several numbered sections for providing detailed information about the applicant's experience and education.

Once approved, you will receive the BE certificate, which is a pink form that includes your name, address, type of exam, expiration date, the Executive Officer's signature and a seal affixed to the certificate.

There are several Hawaii Administrative Rules ("HAR") that directly impact these instances, with the resulting voiding of the applicant's test score(s) and rejection of the license application.

HAR §16-99-19 states, "License applications. (a) All applications for a real estate salesperson or broker license shall be accompanied by: . . . (2) Supporting documents to satisfy the applicable education and experience requirements: Applications not accompanied by supporting documents shall be rejected. In the event an applicant has not satisfied the applicable education and experience requirements, the applicant's examination score shall be declared void and the license application rejected."

HAR §16-99-19.2(f), states, "If the applicant has satisfied the three-year full-time experience requirement, the commission shall issue to the applicant an experience certificate that shall be valid for two years from the date of issuance. The experience certificate shall be produced at the applicant's examination appointment and submitted with the applicant's application for individual broker license."

HAR §16-99-29(g) states, "At the location for examination, all candidates for salesperson or broker examination shall present a current real estate school completion certificate or current education equivalency certificate. Candidates for broker examination also shall present a current experience certificate at the examination location."

Can a Broker or Salesperson Form an Entity and Have Commissions Paid to that Entity?

This is a frequently asked question of the Real Estate Branch staff. The answer is "No."

"But my accountant advised me to do this for tax purposes." That is the most common response from the inquirer. However, Hawaii Revised Statutes ("HRS") and the Hawaii Administrative Rules ("HAR") together dictate that a licensee associated with a brokerage firm cannot form an entity and have the licensee's earned real estate commissions paid directly to the entity. Once earned, commissions are paid directly to the licensee by his or her broker, and the licensee may do what he or she wishes with that commission, once received.

Let's review what the real estate licensing laws and rules state.

HRS §467-14(5)

This section states, in part, that a real estate salesperson must not accept any commission or other compensation for any real estate-related activity from any person other than the salesperson's employer or the real estate broker with whom the real estate salesperson associates.

HRS §467-14(6)

This section states that a real estate salesperson must not act or attempt to act as a real estate broker, and must not represent, or attempt to represent any real estate broker other than the real estate salesperson's employer or the real estate broker with whom the real estate salesperson is associated.

HRS §§467-8(a)(4), (5), (8)

These sections state that no real estate license shall be issued to any partnership, corporation, or limited liability company unless the real estate brokerage business is under the direct management of a principal broker who holds a current active real estate broker's license.

HRS §467-8(a)(7)

This section states that no real estate salesperson's license shall be approved or issued with a trade name.

HRS §467-14(11)

This section states that a real estate salesperson must file a written statement naming the broker by whom the real estate salesperson is employed or associated.

HAR §16-99-3(p)

This section states that no real estate licensee shall act as a broker, real estate broker-salesperson or real estate salesperson for more than one brokerage firm.

HAR §§16-99-3(m), (n)

These sections state that there shall be a principal broker or one or more brokers-in-charge at the principal place of business and that the principal place of business must be located in the state with the address registered with the Commission.

HAR §16-99-2 Definitions

"Broker-salesperson" means an individual broker licensee who associates that individual's own license with a brokerage firm as an employee or independent contractor.

"Place of business" means the physical place where business is conducted other than a post office box, telephone, telephone answering service, letter or mail drop service, or motor vehicle within the State, and may include a home occupation office. . . . Each brokerage firm shall have one, and only one, principal place of business."

Administrative Actions

October 2022

ALOHA DREAM VACATIONS, INC., and HEIDI M. VENABLE, n.k.a. HEIDI M. SCHROEDER
RB 19817 and
RB 17275

Case No. REC 2017-44-L

Dated 10/24/22

(Commission approved
settlement agreement after filing
of petition for disciplinary action)

Uncontested Facts:

At all times relevant herein, Respondent Heidi M. Venable, now known as Heidi M. Schroeder ("Venable"), was licensed by the Real Estate Commission ("Commission") as a real estate broker under license number RB-17275. The license was issued May 19, 1999, placed into inactive status on November 18, 2018, was not renewed by its December 31, 2018 expiration date, and is currently expired and/or forfeited.

At all times relevant herein, Respondent Aloha Dream Vacations, Inc. was licensed by the Commission as a real estate broker entity under license number RB-19817. The license was issued February 4, 2008, placed into inactive status on November 18, 2018, was not renewed by its December 31, 2018 expiration date, and is currently expired and/or forfeited.

At all times relevant herein, Respondent Venable was Respondent Aloha Dream Vacations, Inc.'s designated principal broker.

Respondents' mailing address for purposes of this action is in care of their attorney, James D. DiPasquale, Esquire, of the law firm DiPasquale & Summers, LLP, 841 Bishop Street, Suite 1610, Honolulu, Hawaii 96813.

On May 17, 2022, Petitioner filed a First Amended Petition for Disciplinary Action alleging that Respondents violated the following provisions of the Hawaii Revised Statutes ("HRS") and/or Hawaii Administrative Rules ("HAR") governing the conduct of real estate licensees in the State of Hawaii:

- HRS §436B-19(2) (making untruthful or improbable statements);
- HRS §436B-19(17) (violating the chapter);
- HRS §467-1.6(b)(2) (principal broker is responsible for the brokerage firm's contracts and documents);
- HRS §467-14(1) (making any misrepresentation concerning any real estate transaction);
- HRS §467-14(3) (pursuing a continued and flagrant course of misrepresentation, or making of false promises through advertising or otherwise);

- HRS §467-14(7) (failing, within a reasonable time, to account for any moneys belonging to others that may be in the possession or under the control of the licensee);
- HRS §467-14(8) (any other conduct constituting fraudulent or dishonest dealings);
- HRS §467-14(16) (converting other people's moneys to the licensee's own use);
- HRS §467-14(20) (failure to maintain a reputation for or record of competency, honesty, truthfulness, financial integrity, and fair dealing);
- HAR §16-99-3(a) (to fully protect the general public in its real estate transactions, every licensee shall conduct business, including the licensee's own personal real estate transactions, in accordance with this section);
- HAR §16-99-3(b) (the licensee shall protect the public against fraud, misrepresentation, or unethical practices in the real estate field); and
- HAR §16-99-3(v) (the licensee shall not convert other people's moneys to the licensee's own use).

Alleged Violations:

HRS §436B-19(2); HRS §436B-19(17); HRS §467-1.6(b)(2); HRS §467-14(1); HRS §467-14(3); HRS §467-14(7); HRS §467-14(8); HRS §467-14(16); HRS §467-14(20); HAR §16-99-3(a); HAR §16-99-3(b); HAR §16-99-3(v)

Sanctions:

Respondents stipulate and agree to the revocation of their respective real estate brokers' licenses.

(cont. page 8)

Administrative Actions (cont. from page 7)

December 2022

**JUDITH M. ANDERSON dba
ANDERSON PROPERTIES
RB-12561**

Case No. REC 2022-431-L

Dated 12/19/2022

(Commission approved
settlement agreement after filing
of petition for disciplinary action)

Uncontested Facts:

At all relevant times herein, Respondent was licensed by the Real Estate Commission as a real estate broker under License Number RB 12561. Respondent's license number RB 12561 is set to expire on or about December 31, 2022 and is currently in the process of renewal and may be renewed upon approval of the Commission.

On or about April 25, 2022, RICO filed a Petition for Disciplinary Action alleging that Respondent violated, in part, the following statute(s) and/or rule(s): Hawaii Revised Statutes ("HRS") §§ 436B-19(8); 436B-19(17); 467-14(8); 467-14(20) and Hawaii Administrative Rules ("HAR") § 16-99-3(b).

Alleged Violations:

HRS §436B-19(8); §436B-19(17); §467-14(8); §467-14(20); HAR §16-99-3(b)

Sanction:

Closure of Respondent's Property Management business by March 31, 2023.
Fine of \$1,000

Respondent is represented by Shawn Nakoa, Esq. and Monica Choi, Esq., Kush Moore LLP

Statutory/Rule Violations

Settlement Agreement (Allegations/Sanction): The Respondent does not admit to the allegations set forth by the Regulated Industries Complaints Office (RICO) and denies having violated any licensing law or rule. The respondent enters in a Settlement Agreement as a compromise of the claims and to conserve on the expense of proceeding with a hearing on the matter.

Disciplinary Action (Factual Findings/Order): The respondent is found to have violated the specific laws and rules cited, and the Commission approves the recommended order of the Hearings Officer.

HRS §436B-19(2)	Engaging in false, fraudulent, or deceptive advertising, or making untruthful or improbable statements.
HRS §436B-19(8)	Failure to maintain a record or history of competency, trustworthiness, fair dealing, and financial integrity.
HRS §436B-19(17)	Violating this chapter, the applicable licensing laws, or any rule or order of the licensing authority.
HRS §467-16(b)(2)	The principal broker shall be responsible for: The brokerage firm's records, contracts, and documents;
HRS §467-14(1)	Making any misrepresentation concerning any real estate transaction.
HRS §467-14(3)	Pursuing a continued and flagrant course of misrepresentation, or making of false promises through advertising or otherwise;
HRS §467-14(7)	Failing, within a reasonable time, to account for any moneys belonging to others that may be in the possession or under the control of the licensee.
HRS §467-14(8)	Conduct constituting fraudulent or dishonest dealings.
HRS §467-14(16)	Converting other people's moneys to the licensee's own use.
HRS §467-14(20)	Failure to maintain a reputation for or record of competency, honesty, truthfulness, financial integrity, and fair dealing.
HAR §16-99-3(a)	Licensee shall fully protect the general public in its real estate transactions.
HAR §16-99-3(b)	The licensee shall protect the public against fraud, misrepresentation, or unethical practices in the real estate field. The licensee shall endeavor to eliminate any practices in the community which could be damaging to the public or to the dignity and integrity of the real estate profession. The licensee shall assist the commission in its efforts to regulate the practices of brokers and salespersons in this State.
HAR §16-99-3(v)	The licensee shall not convert other people's money to the licensee's own use.

CONDO HAWAII

Mediation for Condo Owners

You just closed on the sale of a condominium unit for your clients. Congratulations! You know that condominium living offers many benefits, affordability sitting at the top of the list for many people. In a Hawai'i real estate market that prices many families out of the housing market, you've just helped a family make a move into homeownership.

Condominium living means living alongside and getting along with our fellow condominium owners. As can be expected when people live in proximity, disputes will occasionally arise within these communities. The guiding philosophy of the Hawai'i condominium law regarding disputes is one of minimal involvement by government agencies in the daily affairs of the condominium association and a reliance on self-governance by the condominium association community, that is, all the unit owners.

How can you prepare new condominium owners for disputes that might arise in their new community? With the law's emphasis on condominium self-governance and the limited authority of government to directly intervene in disputes between owners, a low-cost method of resolving disputes arising within a condominium association is necessary. Mediation is a valuable tool for resolving every-day issues that come up amongst and between condominium unit owners with ongoing relationships.

The Hawai'i legislature recognized the value of mediation as a dispute resolution tool and determined to encourage use of this option. The legislature amended the condominium law to increase a portion of the registration fee for condominium associations registered with the Real Estate Branch (REB) with the increase going towards subsidizing evaluative mediation for unit owners in these associations.

Evaluative mediation is a form of dispute resolution that utilizes trained mediators with knowledge of and experience in Hawai'i's condominium law. Many evaluative mediators are retired judges and active or retired attorneys. The evaluative mediator provides mediating parties with an assessment of the dispute as well as the relative strengths of the parties' positions based on the current law. The assessment may include a recommendation for resolution based upon the facts and issues presented, and the mediator's legal analysis of the dispute.

Evaluative mediation is available to owners residing in condominium associations registered with the REB. It is statutorily required when it involves the interpretation or enforcement of the association's declaration, bylaws, or house rules and the issue has not been subject to previous mediation, arbitration, or legal proceedings. If a mediation meets these requirements, a written request for mediation cannot be ignored.

Additionally, in cases where the parties agree and the dispute involves (1) threatened property damage or the health or safety of unit owners or other persons, (2) actions to collect assessments, (3) personal injury claims or (4) matters that would affect the availability of insurance coverage on a policy obtained by or on behalf of the association, subsidized mediation is available to the disputing parties.

Go to our REB website link here, <https://cca.hawaii.gov/reb/resources-for-condominium-owners/> for "Mediation of Condominium Disputes", a brochure on mediation that includes a brief description of evaluative mediation and contact information on the available private providers who conduct subsidized condominium mediation for the REB. If you or your clients have any questions regarding the mediation procedure or its applicability to your clients' situation, give a provider a call.

(cont. page 10)

Mediation for Condo Owners (cont. from page 9)

Of course, not all mediations will end in mutual agreement by the parties. Even so, each party to a mediation will have had the opportunity to hear a professional's candid assessment of the strength of their position which they otherwise would not have received. Mediation is an excellent means of resolving condominium disputes without engaging in litigation and maintaining peace between owners in the condominium association. The mediation process is less daunting, less costly, and takes less time and resources than litigating a condominium dispute.

You can make a difference in your clients' lives. Advise your new buyers in a condominium to avoid the courtroom! Condominium unit owners should always consider evaluative mediation first for resolving their condominium disputes.

Hawaii Condo Living Guide

The Hawaii Real Estate Commission is proud to bring the Hawaii condominium industry a new education series, "Hawaii Condo Living Guide," which covers a series of condominium issues. This 15-part series consists of educational and imperative topics such as "Purchasing a Condo", "Owner's Rights & Responsibilities", "Dispute Resolution", "Maintenance Fees & Special Assessments", and "Leaks and Water Damage". Check it out!

You may view all of the videos at <https://cca.hawaii.gov/reb/hawaii-condo-living-guide/>



Prelicense Schools

Abe Lee Seminars	808-942-4472
American Dream Real Estate School, LLC	844-223-7326
Carol Ball School of Real Estate	808-280-0470
The CE Shop, LLC	888-827-0777
Coldwell Banker Pacific Properties Real Estate School	808-748-3410
Colibri Real Estate, LLC	866-739-7277
Continuing Ed Express, LLC	866-415-8521
Excellence in Education dba Maui Real Estate School	808-212-4861
Hawaii Institute of Real Estate	808-342-4061
Inet Realty	808-955-7653
Mayfield Real Estate, Inc., dba Global Real Estate School	800-581-6014
Real Estate School Hawaii	808-551-6961
REMI School of Real Estate	808-230-8200
Scott Alan Bly School of Real Estate, LLC dba Bly School of Real Estate	808-738-8818
Seiler School of Real Estate	808-874-3100
Vitousek Real Estate Schools, Inc.	808-946-0505



State of Hawaii Real Estate Commission

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This material may be made available to individuals with special needs. Please call the Senior Real Estate Specialist at 808-586-1643 to submit your request.

Continuing Education Providers

Abe Lee Seminars	808-942-4472	Kauai Board of Realtors	808-245-4049
American Dream Real Estate School, LLC	844-223-7326	McKissock, LLC	800-328-2008
Building Industry Association of Hawaii	808-629-7505	Preferred Systems, Inc.	888-455-7437
Carol Ball School of Real Estate	808-280-0470	Real Estate School Hawaii	808-551-6961
The CE Shop, LLC.	888-827-0777	Real Estate Success Series LLC	310-259-5776
CMPS Institute, LLC	888-608-9800	Realtors' Association of Maui, Inc.	808-873-8585
Coldwell Banker Pacific Properties Real Estate School	808-748-3410	REMI School of Real Estate	808-230-8200
Continuing Ed Express, LLC	866-415-8521	Residential Real Estate Council	800-462-5541
Eddie Flores Real Estate Continuing Education	808-223-6301	Scott Alan Bly School of Real Estate, LLC dba Bly School of Real Estate	808-738-8818
Franklin Energy Services, LLC	866-735-1432	Servpro Industries, LLC	615-451-0200
Hawaii Association of Realtors	808-733-7060	Shari Motooka-Higa	808-492-7820
Hawaii CCIM Chapter	808-528-2246	Simmon Training and Consulting Group LLC	704-458-9743
Honolulu Board of Realtors	808-732-3000	Systems Effect LLC, dba Training Cove	480-517-1000
International Association of Certified Home Inspectors (InterNACHI)	720-735-7125	WebCE Inc.	877-488-9308

State of Hawaii
Real Estate Commission
King Kalakaua Building
335 Merchant Street, Room 333
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2023 Real Estate Commission Meeting Schedule

Real Estate Commission – 9:00 a.m.

Friday, January 27, 2023	Friday, July 21, 2023
Friday, February 24, 2023	Friday, August 25, 2023
Friday, March 24, 2023	Friday, September 22, 2023
Friday, April 21, 2023	Friday, October 27, 2023
Friday, May 26, 2023	Friday, November 17, 2023
Friday, June 23, 2023	Friday, December 15, 2023

Until further notice, Laws & Rules Review Committee, Condominium Review Committee, and Education Review Committee meeting items will be discussed at Real Estate Commission meetings.

Real Estate Commission Meetings will be held online via the Zoom platform. Physical location will be in the King Kalakaua Building, 335 Merchant Street, Room 333.

Meeting dates, locations and times are subject to change without notice. Please visit the Commission's website at www.hawaii.gov/hirec or call the Real Estate Commission Office at (808) 586-2643 to confirm the dates, times and locations of the meetings. This material can be made available to individuals with special needs. Please contact the Executive Officer at (808) 586-2643 to submit your request.