

# The Lifecycle of a Reported Issue (Part 2)

In Part 1 of this series, we covered how to report issues and inaccuracies to our Data Accuracy department. In this edition, we'll cover how matters are reviewed and processed.



## Step 2: Review

Our Data Accuracy team will begin processing these submissions in the order they are received. Sometimes we receive several notifications about the same issue at different points in the resolution cycle – these are grouped together and handled collectively.

After reviewing the particular issue, we reach out to the Seller's Agent and sometimes their Principal Broker to determine if the listing data is accurate. For example, a listing that says 'waterfront' may in fact only be 'water view.' If the data needs to be changed, we request that the Seller's Agent either make the change or give us permission to make the change for them. Once the change has been made, we mark the reported issue as corrected in our tracking system.

Issues in the system will show as Active (review ongoing), Corrected (information adjusted), Reviewed and Already Corrected (report sent after information already corrected), Not a Violation (no adjustment required), Duplicate (this issue is already in the process of being reviewed), or Agent Asked (agent-submitted question instead of reporting an issue).

In Part 3 of this series, we'll cover how issues are resolved and how to check on the status of a specific matter.