

SECTION 3: SAFETY WITH CLIENTS

SAFETY ON THE ROAD

As a REALTOR®, you spend a great deal of time in your car. These tips may help protect you from dangerous situations while in your car:

- Your office should keep a file on each agent's vehicle, including the make, year, model, color and license plate number.
- Whenever possible, take your own car to a showing. When you leave your car, lock it.
- Wear a visible company identification card at all times. It is also best to drive a vehicle clearly marked with your company name. These will be invaluable for identification if you need to get assistance.
- When you're alone getting into your car, the first thing you should do is lock the doors.
 Be observant when approaching your car, looking underneath and in the back seat before entering.
- Keep roadside breakdown essentials in the trunk, including flares, a tire-inflation canister, basic hand tools, spare belts and hoses, water, a flashlight and a first-aid kit. Have your vehicle inspected regularly, keep it well maintained and learn how to change a flat tire.
- Dress for the weather. If your car breaks down or you need to escape a dangerous situation on foot, you could find yourself exposed to harsh weather conditions for an extended period of time. In the winter, bring a coat with you and keep a blanket in the trunk of your car along with some spare warm clothes.
- Using a cell phone while driving can cause an accident. For driving safety, purchase a hands-free phone kit for your vehicle. And never attempt to take notes while driving – pull over and stop in a safe place first.
- If you are in an unfamiliar area, make mental notes of landmarks, points of interest and intersections. And always know the exact address of where you are going.
- If you're driving at night and are approached by a vehicle with blue lights, exercise caution. Call 9-1-1 to identify the vehicle, turn on your flashers to acknowledge that you see the police car, and keep moving until you're in a well-lit area. A legitimate law enforcement official will understand your caution.

CONTINUED



SECTION 3: SAFETY WITH CLIENTS Safety on the Road CONT.,

- If you periodically carry large deposits to the bank, be especially aware of any strangers lurking around the office parking lot. If you must transport cash deposits, use the buddy system or arrange for a security service or police escort.
- Avoid aggressive drivers. Don't create a situation that may provoke another motorist such as tailgating or flashing your lights. Use your horn sparingly, and if you are being followed too closely, move over and let the driver pass you. If you do encounter an angry driver, avoid eye contact and give them plenty of room. If you are concerned for your safety, call 9-1-1.

Parking Lot Safety: Don't Become an Easy Target!

- Don't approach your vehicle if a van or other large vehicle with tinted windows is parked next to it. Find a security guard to walk you to your car, or look for a nearby couple walking to their car and say something like, "That vehicle wasn't there when I parked. Would you mind making sure I get into my car safely?"
- Have your key ready to open the car door. Never stand next to your car searching through your purse. Robbers, car-jackers and sexual predators all watch for this type of distraction.
- Once in your car, lock the doors immediately.
- Get moving. Don't sit inside of your vehicle adjusting the stereo, rummaging through shopping bags or your purse, or talking on your phone, especially if the lot is not well populated.
- If you have an unlocking button or keyless entry system, make sure you unlock only the driver door. Unlocking all doors allows a predator to simply slide into your car from the passenger side.
- Make sure that your dome light is always functioning properly. As you unlock your vehicle at night, glance into the back seat and make sure that an attacker has not gained access to your car.

CONTINUED



SECTION 3: SAFETY WITH CLIENTS Safety on the Road CONT.,

Auto Accident Scams

An apparent auto accident may not be an accident at all, but rather a scam. Learn to recognize auto accident scams to help prevent you and your family from becoming victims.

Swoop and Squat - Two vehicles work as a team to set up an accident. One vehicle pulls in front of an innocent driver and the other alongside, blocking the victim in. The lead car stops short, causing the victim to rear-end him. The car that pulled up alongside serves as a block and prevents the victim from avoiding a collision.

Drive Down - As an innocent driver tries to merge into traffic, the suspect driver yields, waving on the other driver. As this innocent driver merges, the suspect driver intentionally collides with the victim and denies giving him the right of way.

Start and Stop - Stopped in the same lane of traffic, the suspect's vehicle is positioned directly in front of the victim. The suspect starts to move forward as does the innocent driver. For no reason, the suspect vehicle suddenly stops short, causing the victim to rear-end him.

Sideswiping in a Two-lane Turn - At an intersection that has two left turn lanes, the suspect crosses the centerline, intentionally sideswiping the victim's car. The suspect then alleges that the victim caused the collision by entering his lane.

CONTINUED



SECTION 3: SAFETY WITH CLIENTS Safety on the Road CONT.,

ATM Safety

- Try to plan your visits to automatic teller during the day, rather than after dark.
- Choose an ATM location in a busy public place.
- If possible, take along a friend who can watch the surroundings while you are conducting your transactions.
- Pre-plan your transaction carefully, and don't spend too much time at the machine.
- When you make a withdrawal, quickly place the money in your purse or wallet and leave as soon as you finish your transaction.
- Watch out for suspicious-looking people waiting around an ATM they may not really be customers. If someone offers to let you go ahead of them, decline politely and leave.
- When visiting a drive-through ATM, keep your doors locked and be prepared to drive away quickly. If anyone approaches your car on foot, roll up your window and drive off.
- If you have not finished your transaction, and a suspicious character approaches you, press the CANCEL button, receive your card and leave quickly.

(Sources: REALTOR® Magazine; Louisiana REALTORS®; Washington Real Estate Safety Council; City of Mesa, AZ; City of Albuquerque, NM; Allstate; Road and Travel magazine; North Carolina Real Estate Agent Safety Guide)