

Good Afternoon,

We wanted to alert you to two developing issues with LARA's conversion to its news MiPlus system:

1. During migration over to its new system, we have discovered that the Department eliminated the ability for members of the public and/or organizations to cross-reference lists of all licensees affiliated with a respective brokerage. Currently, only brokers and licensees can utilize this function, while members of the public can only search for individual licensees. This search function has proven valuable to both the state and local associations to track licensing and affiliation within membership - and any changes that occur. While the Department did not communicate this possible change in any way, we have communicated to LARA how important this tool is as we work with the public and our own members. We are working with LARA to establish a solution. We are also looking at a third-party solution in the event that the search function cannot be reinstated.
2. Some licensees have been reportedly receiving new license numbers in the mail – prior to expiration and without explanation. According to LARA, these licenses were supposed to have been accompanied with a letter of explanation. For whatever reason, this letter did not go out. We are working with the Department to better understand this changeover and to help remedy the lack of explanation. Again, this was never communicated by LARA in advance of the changes and it sounds like they have some interdepartmental communications issues they are working through with the rollout.

Thank you for your patience as we work through some of these issues that the new system is presenting.

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