Consulting Services and Job Description. You agree to provide services as a consultant to the Consumer Protection Committee (“Committee”) of the Real Property Section (“Section”) of the NCBA and make all required reports to the Committee. Services shall be provided by you as deemed reasonably necessary in view of scope of representation outlined below, and as may further be assigned and/or directed by the Chair of the Committee from time to time, and shall include the following services:

a. Regularly retrieve any mail sent to the NCBA and monitor email box and voice mail box established through the NCBA for inquiries from lawyers and the public concerning consumer protection issues in residential real estate closings and other real estate related matters, including monitoring the Section Listserv (the “Listserv”) regarding same and responding to such inquiries as deemed appropriate. Upon accepting this position you shall be required to sign up to receive Listserv e-mails and monitor same for purposes of learning about and following up on potential consumer protection issues raised by members of the Listserv in such forum. Full access to the Listserv is required (i.e., not “digest” format), which access can be set-up by clicking on the following web-link, https://www.ncbar.org/members/listmanager/, and then clicking on the “Management Tool” to sign up for RPS Listserv access and adjust settings. Additionally, instructions as to retrieving e-mail and/or voice mail inquiries and/or contacts is attached hereto as Exhibit A. Regular mail that is delivered to NCBA which concerns consumer protection related issues, if any, shall be delivered by NCBA to you for further review and action.

b. Report inquiries received from lawyers and the public regarding consumer protection issues in residential real estate closings to the Committee in written summary form for its consideration as to cases where input and feedback may be needed or requested in determining what action should or should not be taken. Written summary of each such inquiry should briefly describe the inquiry made, the identity of the person(s) making the inquiry, the contact information for the person(s) making the inquiry and others who may need to be contacted to investigate the inquiry, the available factual information and documentation related to the inquiry, a preliminary legal analysis of the inquiry and a preliminary recommendation about what action the Committee should take with respect to the inquiry. A form for the submission of such reported inquiry is attached hereto as Exhibit B. You shall keep and maintain a file (electronic or otherwise) as to any and all investigation matters opened in your role as consumer protection attorney.

c. When considered appropriate in any particular case, and/or upon further input and feedback from the Committee or as directed by the Chair of the Committee, engage in factual investigations related to inquiries and do more extensive legal research and analysis related to the inquiries.

d. When considered appropriate in any particular case, and/or upon further input and feedback from the Committee or as directed by the Chair of the Committee, prepare and provide formal communications related to

Consumer Protection Attorney Job Description
inquiries with recommendations to the North Carolina State Bar and other regulatory agencies for investigation and action, including complaints and/or requests to such regulatory agencies for further investigation in a particular matter, and if appropriate, regulatory enforcement if deemed warranted in the discretion of such agency.

A copy of the on-line complaint and referral form for submission of inquiries to the North Carolina State Bar Authorized Practice Committee (which may be submitted via the on-line portal provided) can be accessed at the following web-link: [http://www.ncbar.gov/media/490328/ap-complaint-form.pdf](http://www.ncbar.gov/media/490328/ap-complaint-form.pdf), or may be submitted via e-mail to the following e-mail address: uplcomplaints@ncbar.gov.

Complaints concerning any notary public may be submitted to the North Carolina Secretary of State’s Office, Notary Division, via complaint forms accessible at the following web-link: [https://www.sosnc.gov/forms/by_title/_Tip_And_Complaint_Notary](https://www.sosnc.gov/forms/by_title/_Tip_And_Complaint_Notary).

Other relevant state agencies with enforcement authority in connection with real estate consumer protection issues may include the North Carolina Real Estate Commission, local district attorney’s offices, and/or the North Carolina Attorney General’s Office (Consumer Protection Division).

e. When considered appropriate in any particular case, and/or as directed by the Chair of the Committee, disseminate information on consumer protection issues to members of the Real Property Section via the Listserv, the internet, newsletter and appearances at various meetings.

f. Attend meetings of the Real Property Section Council as required from time to time by the Chair of the Committee, including the annual meeting of the Real Property Section.

g. Monitor the work of the Authorized Practice and Ethics Committees of the North Carolina State Bar, attend meetings of these committees and provide information of their actions to the Committee and to others as directed by the Chair of the Committee.

h. Work cooperatively and respectfully with the Committee, the Chair of the Committee, the Real Property Section Council, the NCBA staff, the North Carolina State Bar committees and staff members and others to facilitate the purposes of the Committee.

i. Submit regular reports to the Committee.

j. Such other duties as shall be assigned from time to time.