GLOSSARY OF COMMON ACRONYMS

As with any organization, the real estate industry often relies on abbreviations and acronyms to describe a service, association or designation. Listed below are some of the more common acronyms used in the course of the board’s/association’s business.

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AACI</td>
<td>Accredited Appraiser Canadian Institute</td>
</tr>
<tr>
<td>ABR®</td>
<td>Accredited Buyer Representative</td>
</tr>
<tr>
<td>ABRM®</td>
<td>Accredited Buyer Representative Manager</td>
</tr>
<tr>
<td>ACRE</td>
<td>Alliance for Canadian Real Estate Education</td>
</tr>
<tr>
<td>AEC</td>
<td>Association Executive Council (council of CREA)</td>
</tr>
<tr>
<td>AFM</td>
<td>Accredited Farm Manager</td>
</tr>
<tr>
<td>AI</td>
<td>Appraisal Institute</td>
</tr>
<tr>
<td>AIC</td>
<td>Appraisal Institute of Canada</td>
</tr>
<tr>
<td>AIMA</td>
<td>Associate Institute of Municipal Assessors</td>
</tr>
<tr>
<td>ALC</td>
<td>Accredited Land Consultant</td>
</tr>
<tr>
<td>AMO</td>
<td>Accredited Management Organization</td>
</tr>
<tr>
<td>AMP</td>
<td>Accredited Mortgage Professional</td>
</tr>
<tr>
<td>ARA</td>
<td>Accredited Rural Appraiser</td>
</tr>
<tr>
<td>ARELLO</td>
<td>Association of Real Estate License Law Officials</td>
</tr>
<tr>
<td>ARM</td>
<td>Accredited Resident Manager</td>
</tr>
<tr>
<td>ASAE</td>
<td>American Society of Association Executives</td>
</tr>
<tr>
<td>ASFMRA</td>
<td>American Society of Farm Managers &amp; Rural Appraisers</td>
</tr>
<tr>
<td>ASREC</td>
<td>American Society of Real Estate Counselors (a division of CREA)</td>
</tr>
<tr>
<td>BOMA</td>
<td>Building Owners &amp; Managers Association</td>
</tr>
<tr>
<td>CAE</td>
<td>Certified Association Executive (designation from the CSAE)</td>
</tr>
<tr>
<td>CAHPI</td>
<td>Canadian Association of Home and Property Inspectors</td>
</tr>
<tr>
<td>CALT</td>
<td>Canadian Association Leadership Training</td>
</tr>
<tr>
<td>CCI</td>
<td>Canadian Condominium Institute</td>
</tr>
<tr>
<td>CCIM</td>
<td>Certified Commercial/Investment Member</td>
</tr>
<tr>
<td>CICBV</td>
<td>Canadian Institute of Chartered Business Valuators</td>
</tr>
<tr>
<td>CIMBL</td>
<td>Canadian Institute of Mortgage Brokers &amp; Lenders</td>
</tr>
<tr>
<td>CLO</td>
<td>Certified Leasing Officer</td>
</tr>
<tr>
<td>CLP</td>
<td>Certified in Land Planning and Development</td>
</tr>
<tr>
<td>CMA</td>
<td>Current Market Appraisal</td>
</tr>
<tr>
<td>CMHC</td>
<td>Canada Mortgage &amp; Housing Corporation</td>
</tr>
<tr>
<td>CMR</td>
<td>Certified in Marketing of Real Estate</td>
</tr>
<tr>
<td>CPM</td>
<td>Certified Property Manager</td>
</tr>
<tr>
<td>CRA</td>
<td>Canadian Residential Appraiser</td>
</tr>
<tr>
<td>CRAE</td>
<td>Canadian REALTOR® Association Executive</td>
</tr>
<tr>
<td>CRB</td>
<td>Certified Real Estate Brokerage Manager</td>
</tr>
<tr>
<td>CRE</td>
<td>Counselor of Real Estate</td>
</tr>
<tr>
<td>CREA</td>
<td>Canadian Real Estate Association</td>
</tr>
<tr>
<td>CRES</td>
<td>Certified Real Estate Specialist</td>
</tr>
<tr>
<td>CRF</td>
<td>Certified in Real Estate Finance</td>
</tr>
<tr>
<td>CRG</td>
<td>Canadian Regulators Group</td>
</tr>
<tr>
<td>CRS</td>
<td>Council of Residential Specialists</td>
</tr>
<tr>
<td>Acronym</td>
<td>Description</td>
</tr>
<tr>
<td>---------</td>
<td>-------------</td>
</tr>
<tr>
<td>CRS</td>
<td>Certified Residential Specialist</td>
</tr>
<tr>
<td>CSAE</td>
<td>Canadian Society of Association Executives</td>
</tr>
<tr>
<td>DDF</td>
<td>Data Distribution Facility (CREA)</td>
</tr>
<tr>
<td>D&amp;O</td>
<td>Directors &amp; Omissions Professional Liability Insurance</td>
</tr>
<tr>
<td>EA</td>
<td>Evaluateur Agree (Chartered Appraiser)</td>
</tr>
<tr>
<td>E&amp;O</td>
<td>Errors and Omissions Professional Liability Insurance</td>
</tr>
<tr>
<td>EO</td>
<td>Executive Officer</td>
</tr>
<tr>
<td>EOC</td>
<td>Executive Officers Council (previously a Council of CREA’s – now called AEC)</td>
</tr>
<tr>
<td>EVP</td>
<td>Executive Vice President</td>
</tr>
<tr>
<td>EXCEL</td>
<td>Excellence in Chief Executive Learning</td>
</tr>
<tr>
<td>FIABCI</td>
<td>International Real Estate Federation (an acronym from its name in French)</td>
</tr>
<tr>
<td>FRI</td>
<td>Fellow of the Real Estate Institute</td>
</tr>
<tr>
<td>FRI(E)</td>
<td>Executive Fellow of the Real Estate Institute</td>
</tr>
<tr>
<td>FRICS</td>
<td>Fellow, Royal Institution of Chartered Surveyors</td>
</tr>
<tr>
<td>FSBO</td>
<td>For Sale By Owner</td>
</tr>
<tr>
<td>IDX</td>
<td>Information Data Exchange</td>
</tr>
<tr>
<td>ILD</td>
<td>Internet Listing Display</td>
</tr>
<tr>
<td>IAAO</td>
<td>International Association of Assessing Officers</td>
</tr>
<tr>
<td>IMA</td>
<td>Institute of Municipal Assessors</td>
</tr>
<tr>
<td>IREM</td>
<td>Institute of Real Estate Management</td>
</tr>
<tr>
<td>IXN</td>
<td>Information Exchange Network</td>
</tr>
<tr>
<td>MAI</td>
<td>Member, Appraisal Institute</td>
</tr>
<tr>
<td>MCE</td>
<td>Mandatory Continuing Education</td>
</tr>
<tr>
<td>MIMA</td>
<td>Member Institute of Municipal Assessors</td>
</tr>
<tr>
<td>MLS</td>
<td>Multiple Listing Service (a certification mark owned by the Canadian Real Estate Association)</td>
</tr>
<tr>
<td>MLS.ca</td>
<td>Multiple listing service – public website (CREA)</td>
</tr>
<tr>
<td>MPAC</td>
<td>Municipal Property Assessment Corporation</td>
</tr>
<tr>
<td>MTC</td>
<td>MLS and Technology (a Council of CREA)</td>
</tr>
<tr>
<td>MVA</td>
<td>Market Value Appraiser (Residential)</td>
</tr>
<tr>
<td>NAR</td>
<td>National Association of REALTORS (U.S.A.)</td>
</tr>
<tr>
<td>OA-AIC</td>
<td>Ontario Association Appraisal Institute of Canada</td>
</tr>
<tr>
<td>OCLD</td>
<td>OREA Centre for Leadership Development</td>
</tr>
<tr>
<td>OREA</td>
<td>Ontario Real Estate Association</td>
</tr>
<tr>
<td>PAC</td>
<td>Political Action Coalition</td>
</tr>
<tr>
<td>RCE</td>
<td>REALTOR Association Certified Executive (a professional designation for Executive Officers awarded through the E.O. Liaison Division – NAR, U.S.A.)</td>
</tr>
<tr>
<td>REBAC</td>
<td>Real Estate Buyer’s Agent Council (NAR see also ABR® ABRM®)</td>
</tr>
<tr>
<td>RECO</td>
<td>Real Estate Council of Ontario</td>
</tr>
<tr>
<td>REIC</td>
<td>Real Estate Institute of Canada</td>
</tr>
<tr>
<td>RI(B.C.)</td>
<td>Professional Division, Real Estate Institute of British Columbia</td>
</tr>
<tr>
<td>RICS</td>
<td>Royal Institute of Chartered Surveyors</td>
</tr>
<tr>
<td>RLI</td>
<td>REALTORS Land Institute (a Division of CREA)</td>
</tr>
<tr>
<td>Acronym</td>
<td>Description</td>
</tr>
<tr>
<td>---------</td>
<td>-------------</td>
</tr>
<tr>
<td>RM</td>
<td>Residential Member</td>
</tr>
<tr>
<td>RPAC</td>
<td>REALTORS® Political Action Coalition</td>
</tr>
<tr>
<td>SIOR</td>
<td>Society of Industrial and Office REALTORS (a Division of CREA) (also the designation granted by the Society)</td>
</tr>
<tr>
<td>SRA</td>
<td>Senior Residential Appraiser</td>
</tr>
<tr>
<td>SREA</td>
<td>Senior Real Estate Analyst</td>
</tr>
<tr>
<td>SRPA</td>
<td>Senior Real Property Appraiser</td>
</tr>
<tr>
<td>SRS</td>
<td>Specialist in Real Estate Syndication</td>
</tr>
<tr>
<td>USDA</td>
<td>Universal Data Sharing Agreement (OREA – A province wide agreement between boards to share MLS® information)</td>
</tr>
<tr>
<td>VOW</td>
<td>Virtual Office Website</td>
</tr>
<tr>
<td>WCR</td>
<td>Women’s Council of REALTORS (NAR, U.S.A.)</td>
</tr>
</tbody>
</table>
GLOSSARY OF COMMON ACRONYMS

The following list is provided to help you identify specific industry designations/abbreviations.

AACI  Accredited Appraiser Canadian Institute (Granted by the AIC)

ABR  Accredited Buyer Representative (Granted by the REBAC part of NAR)

ABRM®  Accredited Buyer Representative Manager (Granted by REBAC part of NAR)

ACRE  Alliance for Canadian Real Estate Education

During the early 1980s an informal group of Provincial Directors of Education emerged and began to meet twice a year. In 1994, with the advent of the Agreement on Internal Trade (AIT) signed by the federal, provincial, and territorial governments, a more formal structure of ACRE was necessary. In 1994, a Work Group was established to respond to the AIT requirements and to establish minimum education standards. In January 1999, this Work Group officially became ACRE

AEC  Association Executive Council (CREA)

AFM  Accredited Farm Manager (Granted by ASFMRA)

AI  Appraisal Institute

The Appraisal Institute is an international membership association of professional real estate appraisers, with more than 18,000 members and 99 chapters throughout the United States, Canada and abroad. Its mission is to support and advance its members as the choice for real estate solutions and uphold professional credentials, standards of professional practice and ethics consistent with the public good.

Membership is open to appraisal practitioners as well as to individuals from allied fields. Designated members may hold the MAI, SRPA or SRA membership designation. Currently, the Appraisal Institute confers one general (commercial) designation, the MAI, and one residential designation the SRA. The associate member category is for individuals who engage in activity governed by the Uniform Standards of Professional Appraisal Practice. Affiliate membership is open to individuals who are not performing USPAP-related work but wish to be allied with the Appraisal Institute such as bankers, attorneys, and government agency representatives.

550 W. Van Buren St.
Suite #1000,
Chicago. Il
GLOSSARY OF COMMON ACRONYMS

AIC  Appraisal Institute of Canada
Founded in 1938, the Appraisal Institute of Canada is the national organization of professional real estate appraisers. The Institute is dedicated to serving the public interest through continually advancing high standards for the appraisal profession by granting use of the CRA (Canadian Residential Appraiser), AACI (Accredited Appraiser Canadian Institute), and P.App (Professional Appraiser) designations.

The Institute has more than 4,500 members across Canada. Designated members provide reasoned valuations, widely respected by the courts, real estate corporations, chartered banks, trust companies, mortgage lending institutions, all levels of government and private individuals. Many users of appraisal services will only accept appraisal reports completed by individuals who have earned use of the AACI, P.App, or CRA designation.

The Institute office is located in Ottawa, with association offices in each province. 203 – 150 Isabella Street, Ottawa, Ontario, K1S 1V7 - Phone: 613-234-6533

AIMA  Associate Institute of Municipal Assessors (granted by IMA)

ALC  Accredited Land Consultant (granted by RLI)

AMO  Accredited Management Organization
The ACCREDITED MANAGEMENT ORGANIZATION® (AMO®) designation is the only recognition given to real estate management firms. Conferred by the Institute of Real Estate Management (IREM®), achievement of AMO® status is a major step toward your firm being recognized as one of the nation's outstanding professional real estate management organizations. Becoming an AMO® can help your firm achieve both financial and professional success. Only a select group of 620 real estate management firms hold the prestigious AMO® designation, yet they manage a collective portfolio of more than $75 billion, or nearly 10 percent of the nation's real estate assets. And the demand for their services is growing.

IREM Headquarters
430 North Michigan Avenue
Chicago, Illinois 60611

AMP  Accredited Mortgage Professional (granted by CIMBL)

ARA  Accredited Rural Appraiser (granted by the ASFMRA)

ARELLO  Association of Real Estate License Law Officials
ARELLO is the Association of Real Estate License Law Officials, comprising the official governmental agencies and other organizations around the world that issue real estate licenses/registrations in addition to regulating real estate practice and enforcing real estate law
GLOSSARY OF COMMON ACRONYMS

ARM Accredited Resident Manager (Granted by the IREM)

ASAE American Society of Association Executives
ASAE is the largest society of association executives in the world. Their office is located in Washington American Society of Association Executives
The ASAE Building
1575 I St. N.W.
Washington, DC 20005-1103
Phone: (888) 950-2723, (202) 371-0940 (in Washington, DC)
Fax: (202) 371-8315

ASFMRA American Society of Farm Managers & Rural Appraisers
The American Society of Farm Managers was founded on January 14, 1929, by a core of dedicated farm managers from Illinois, Iowa and Missouri who felt that farm management professionalism was critical to the future of farming. In 1936, the organization was expanded to include appraisers who specialized in determining the value of farms and other rural properties. At that time, the name was changed to the American Society of Farm Managers and Rural Appraisers (ASFMRA). The American Society includes distinct levels of membership, each with educational standards, ethical requirements, field experience, testing, and continuing education requirements. At the top is a group of highly educated, thoroughly seasoned and experienced farming and rural valuation experts who have taken years of training to earn the designations of Accredited Farm Manager (AFM), Accredited Rural Appraiser (ARA), Real Property Review Appraiser (RPRA) and Accredited Agricultural Consultant (AAC).

ASREC American Society of Real Estate Counselors
(a division of CREA)

BOMA Building Owners & Managers Association
The Building Owners and Managers Association (BOMA) of Canada is the voice of the Canadian commercial real estate industry with over 2,000 members in regional associations across Canada. On behalf of the building owners, managers, developers, facilities managers, asset managers, leasing agents, brokers, and the product and service providers to over 1.9 Billion square feet of commercial real estate in Canada, BOMA Canada addresses issues of national concern, and promotes excellence in the industry through information, education advocacy and recognition.

BOMA Canada brings value to members of BOMA across Canada, by providing a strong voice for the industry which is based on strength in numbers (the combined BOMA association membership across the country), creating a critical mass and focus of resources to push for change on advocacy issues. Through our national committees and strong communications across the country, BOMA Canada facilitates the sharing of information and pooling of
CAE Certified Association Executive (granted by CSAE)

CAHPI Canadian Association of Home & Property Inspectors
CAHPI is a national association, whose mission is to promote and develop the home inspection industry. CAHPI is considered the voice of Canada’s “home inspection industry”.

Home inspection began as a consumer service in the 1970’s and it soon became apparent that selecting a Home Inspector was becoming as important as selecting a qualified Real Estate Professional, or even the right home. To meet this need, the association was formed in 1982. CAHI operated as the Canadian arm of the American Society of Home Inspectors until 1994, when several provincial/regional organizations formed CAHI National. In September 2002, the name of CAHI was changed to the Canadian Association of Home & Property Inspectors (CAHPI).

Canadian Association of Home and Property Inspectors (CAHPI)
P.O. Box 507, 64 Reddick Road,
Brighton, Ontario, K0K 1H0
Phone: 613-475-5699

CALT Canadian Association Leadership Training
The Centre for Association Leadership Training (CALT) was created by the OREA Centre for Leadership Development, a division of the Ontario Real Estate Association. Initial research conducted by OREA clearly indicated a need to equip its volunteers with the skills they require to perform more efficiently and effectively in their role on a committee or board of directors.

In 2006, the Ontario Real Estate Association embarked on an initiative to train its volunteer leaders throughout OREA’s 42 real estate associations in Ontario, Canada. Since then, The OREA Centre for Leadership Development has been successfully delivering leadership courses to OREA volunteer leadership.

The research also indicated that the desire for volunteer leadership training went beyond the real estate industry and that many associations and non for profit organizations of all industries and professions lacked the necessary skills to perform competently in their volunteer roles. Thus a cycle of courses was created to assist volunteers in the non for profit sector.
In 2009, the CALT, the Centre for Association Leadership Training was created. Since then, organizations from all industries have chosen to participate in leadership courses that take the volunteer from their first introduction to volunteering for a committee, through four phases, from committee membership all the way to association executive. The goal at each phase in the cycle is to provide the necessary background, skills and support to make volunteer leaders as effective as possible in their role.

www.calt.ca

CCI  The Canadian Condominium Institute is the Voice of Condominium in Canada. We are a national, independent, non-profit organization dealing exclusively with condominium issues. Formed in 1982, CCI represents all participants in the condominium community. We encourage all interest groups to work together toward one common goal -- creating a successful and viable condominium community.

Canadian Condominium Institute
2175 Sheppard Avenue East,
Suite 310, Toronto, ON
M2J 1W8

CCIM  Certified Commercial/Investment Member
The CCIM Institute confers the CCIM designation and is an affiliate of the National Association of REALTORS® (NAR). The CCIM movement began more than 40 years ago with commercial real estate practitioners who wanted to elevate their business practices through education and networking. Then and now, education and networking remain the cornerstones of the CCIM designation and the reason for its success.

The CCIM designation was established originally by the California Association of REALTORS® in 1954 under the name Certified Property Exchanger (CPE). In 1967 it took on national significance under administration by a division of the National Association of Realtors. In 1969, the designation was renamed Certified Commercial Investment Member (CCIM). A council was established to administer the designation and in 1991 it was granted institute status as an affiliate of NAR. A Certified Commercial Investment Member (CCIM) is a recognized expert in the disciplines of commercial and investment real estate. A CCIM is an invaluable resource to the commercial real estate owner, investor, and user, and is among an elite corps of 7,500 professionals across North America who hold the CCIM designation.

430 N Michigan Avenue, Suite 800
Chicago, IL 60611-4092 - T 312-321-4460
F 312-321-4530

CICBV  Canadian Institute of Chartered Business Valuators
The CICBV is the largest professional valuation organization in Canada. The CICBV is a nonprofit professional Institute established in 1971 to promote high standards in business and
securities valuation. Its Members and students are drawn from industry, accounting firms, independent valuation firms, investment dealers and government and regulatory agencies.

The Institute which was formerly known as the Canadian Business Valuators Association, was founded in 1971 by 28 valuation professionals, lead by the late Mr. George Ovens. The founders of the Association realized that introduction of taxation of capital gains in Canada would increase the general need for business valuations. Hence the birth of the CABV, dedicated to establishing an organization for the purpose of ensuring professionalism and high standards in the field of business valuations.

277 Wellington Street West, Toronto M5V 3H2 – Tel: 416-204-3396

**CIMBL  Canadian Institute of Mortgage Brokers & Lenders**
CIMBL is the national organization representing Canada’s mortgage industry. With over 7,500 mortgage professionals – its membership is drawn from every province and from all industry sectors. This diversified membership enables CIMBL to bring together key players with the aim of enhancing professionalism through the enforcement of a Code of Ethics, adherence to best practices, harmonization of education standards, fraud prevention, informative publications and improved public profile.

2255 Sheppard Avenue East
Atria 1, Suite 414
Toronto, Ontario
M2J 4Y1
Main tel: 416-385-2333
Toll-free tel: 1-888-442-4625

**CLO  Certified Leasing Officer** (designation REIC)
**CLP  Certified in Land Planning and Development**
**CMA  Current Market Appraisal**
CMHC  Canada Mortgage & Housing Corporation

CMHC first opened its doors on New Years Day in 1946. Then called the Central Mortgage and Housing Corporation, it was created by Parliament to help meet the housing needs of the thousands of Canadian veterans who were returning from the Second World War. In the years since that day, CMHC has undergone many changes, but one thing hasn't changed: our focus on helping improve the quality, choice and affordability of housing for all Canadians.

During the post-Depression, post-WWII years of the '40s, the Canadian housing landscape was dominated by the family bungalow. Small, more or less insulated, heated by hot-air furnaces and containing few if any appliances or other modern conveniences, these houses were spartan by today's standards but were nonetheless called home by millions of Canadians. In the '50s, a booming economy and innovations in building materials and practices led to a kind of 'Golden Age' for the housing industry. Homes grew larger, acquired full-height basements, and bathrooms and kitchens grew to make space for the abundance of new appliances that were becoming all the rage.

CMHC Ontario Business Centre
100 Sheppard Ave. E,
Suite 300,
Toronto, ON, M2N 6Z1  Tel.: (416) 221-2642  Fax: (416) 218-3310

CMR  Certified in Marketing of Real Estate
CPM  Certified Property Manager (granted by AMO)
CRA  Certified Real Estate Appraiser (granted by AIC)
CRAE  Canadian REALTORS® Association Executive

The AEC has created a new designation. The series of comprehensive and practical courses are facilitated by instructors who are senior staff members with extensive experience in the Real Estate Association Management sector. To achieve the CRAE designation you must be an AEC member, complete the CREA Leadership modules 100,200 & 300 and complete the 4 modules of the CRAE designation. (see CREA and OREA website for additional information)

CRES  Certified Real Estate Specialist (granted by REIC)

CRB  Certified Real Estate Brokerage Manager

The Council of Real Estate Brokerage managers is a not-for-profit affiliate of the National Association of REALTORS (NAR). The Council of Real Estate Brokerage Managers (CRB Council) provides superior member benefits to enhance the productivity and profitability of its nearly 7,000 members nationwide. Since 1968, the Council has awarded the prestigious Certified Real Estate Brokerage Manager (CRB) Designation to REALTORS® who meet specific requirements and have completed advanced professional training. Our members consistently increase their level of industry knowledge, advance their earning and
career potential, increase their firm’s productivity, and benefit from active involvement in our
network of real estate professionals
430 N Michigan Ave.
Chicago, IL 60611
Phone: 800.621.8738
Fax: 312.329.8882

CRE Counselor of Real Estate
The Counselors of Real Estate is the membership organization established exclusively for real
estate advisors who provide intelligent, unbiased, and trusted advice for a client or employer.
Founded in 1953, the organization serves 1,100 members worldwide, all who hold the "CRE" designation. CREs are linked to one another by their commitment to integrity, competence, community, trust, and service; and they adhere to a strict Code of Ethics and Standards of
Professional Practice
430 North Michigan Avenue,
Chicago, Ill 60611
312-329-8427

CREA Canadian Real Estate Association
One of Canada's largest single-industry trade associations, representing approximately 66,000
real estate brokers/agents and salespeople working through 112 real estate boards, 10 provincial associations and one territorial association
Suite 1600
344 Slater St, Ottawa,
K1R 7Y3

CRF Certified in Real Estate Finance (granted by REIC)

CRG Canadian Regulators Group
Each agency has a mechanism for licensing and regulating the real estate industry. There are a
variety of regulation models in place including government regulation, shared responsibility
between government and industry (co-regulator) and industry based regulation (self-
regulation). The regulatory body is responsible for regulating business practices, setting
standards of conduct and protecting consumers affected by the real estate industry. This is
accomplished through legislation, regulations, rules, codes of conduct and policies.

CRS Council of Residential Specialists
Since 1977 the Council of Residential Specialists has been conferring the CRS Designation on
agents who meet its stringent requirements. Currently, there are nearly 36,000 active CRS
Designees.
430 N. Michigan Avenue
Chicago, Illinois 60611

CRS Certified Residential Specialist (Granted by CRS)
The Certified Residential Specialist (CRS) is the highest Designation awarded to sales associates in the residential sales field. The CRS Designation recognizes professional accomplishments in both experience and education.

**CSAE**  
**Canadian Society of Association Executives**  
On June 8, 1951, a committee of six trade association executives founded the Institute of Canadian Trade Association Executives (ICTAE) – a group of chief executives from national trade associations based in Montreal, Ottawa and Toronto. Operating from a small Ottawa-based office, the new association developed a constitution, bylaws, hired part-time staff, and began a remarkable tradition of service.

In 1953, the fledgling Institute held its first annual business meeting, approved 25 membership applications, and elected the first woman – Florence Montgomery of the Canadian Restaurant Association – to its board. Member services included a newsletter, employee referral and group insurance discounts.

The Institute changed its name to the Institute of Association Executives (IAE) in 1956 and opened its doors to all individuals employed by non-profit associations. On October 18, 1962, the Institution was incorporated under federal charter and moved from Ottawa to Toronto two years later. In 1987, the association changed its name again – this time to its current title, the Canadian Society of Association Executives (CSAE).

100 King Street E, Suite #110  
Toronto, Ontario  
M5C 1C3

**D&O**  
**Directors & Omissions Professional Liability Insurance**

**EA**  
**Evaluateur Agree (Chartered Appraiser)**

**E&O**  
**Errors and Omissions Professional Liability Insurance**

**EO**  
**Executive Officer**

**EOC**  
**Executive Officers Council (a Council of CREA)**

**EVP**  
**Executive Vice President**

**EXCEL**  
**Excellence in Chief Executive Learning**

**FIABCI**  
**International Real Estate Federation  
(an acronym from its name in French)**

In its 52 years of existence FIABCI the International Real Estate Federation, has built an enviable reputation as the authentic voice of international real estate. Multi-disciplinary and truly international it has no political axe to grind and represents the interests of no one country. Because of this and its concern with generating business opportunities for its worldwide membership, its opinions are sought by international bodies like the UN and regional bodies like the EU, NAFTA and MERCOSUR. There are 50 FIABCI Chapters throughout the world and new ones are regularly being formed. Currently there are also around 100 professional associations in membership. Called Principal Members by FIABCI, they have a total
membership approaching 1.5 million practitioners. FIABCI is multi lingual and multi cultural and operates in five official languages: English, French, German, Spanish and Japanese.

FRI  Fellow of the Real Estate Institute (Granted by REIC)
FRI(E) Executive Fellow of the Real Estate Institute (Granted by RICS)
FRICS Fellow, Royal Institution of Chartered Surveyors (Granted by RICS)
FSBO For Sale by Owner

IAAO  International Association of Assessing Officers

International Association of Assessing Officers was first formed as a national body in 1934 to train and educate assessment professionals, work toward a more equitable assessment system, and focus on a revision of property tax legislation as a remedy for the Depression, then at its height. In 1959, the growth of its international membership resulted in the present association nomenclature.

Today the IAAO has nearly 8,000 members in twenty-one countries around the world. Although the majority of IAAO members work in government, IAAO’s membership includes members from private industry, the legal profession, and academia.

Professional Designations:

Assessment Administration Specialist (AAS)
Certified Assessment Evaluator (CAE)
Cadastral Mapping Specialist (CMS)
Personal Property Specialist (PPS)
Residential Evaluation Specialist (RES)

IAAO
314 West 10th Street,
Kansas City, Missouri 64105 —
Tel: 816.701.8100

IDX  Information Data Exchange
ILD  Internet Listing Display
IMA  Institute of Municipal Assessors

The Institute of Municipal Assessors (IMA) founded in 1957) is the largest Canadian Professional Association representing members that practice in the field of Property Assessment and related Property Taxation functions.
Through education programs, the IMA grants accredited designations to its members. Members are highly qualified and widely recognized as the leading professionals in the Property Assessment industry. Use of the Associate (A.I.M.A.) and Accredited (M.I.M.A.) designations is protected under the Institute of Municipal Assessors Act.

The Institute of Real Estate Management was founded in 1933 during the Great Depression in the United States. When thousands of income-property mortgages were foreclosed, there was a shortage of skilled managers to operate these buildings. To alleviate this issue, a group of individuals came together to establish an organization that would set ethical and professional standards for the industry. The Institute of Real Estate Management was formed and initially consisted of 30 members. This was the first step ever taken by property managers to determine principles of qualification.

In 1938, the Institute created the Certified Property Manager (CPM®) designation to address the need for higher professional standards. The CPM designation is now considered to be the industry's most widely esteemed credential, signifying the highest standards in the areas of ethics, professional experience and education.

The Institute also recognized the need for certifying firms to manage property. In 1945, the Institute created professional standards for firms so that they could be recognized with the Accredited Management Organization® (AMO®) credential. In addition to meeting the Institute's standards in integrity, education and fiscal stability, a firm must employ at least one CPM Member in an executive position to achieve the AMO accreditation.

The beginnings of the Accredited Residential Manager® (ARM®) credential date back to 1969, when the U.S. Department of Housing and Urban Development perceived a serious lack of trained managers for residential properties. As a response to this deficiency, the Institute developed a specific education program to train on-site managers in 1972. By 1975, this program had evolved into the ARM credential, which is currently regarded as one of the industry's most prestigious accreditations for residential site managers.

Designations: CPM, AMO, ARM
GLOSSARY OF COMMON ACRONYMS

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>IXN</td>
<td>Information Exchange Network (CREA – An aggregation of MLS® data from Canadian real estate boards)</td>
</tr>
<tr>
<td>MAI</td>
<td>Member Appraisal Institute</td>
</tr>
<tr>
<td>MCE</td>
<td>Mandatory Continuing Education</td>
</tr>
<tr>
<td>MIMA</td>
<td>Member Institute of Municipal Assessors</td>
</tr>
<tr>
<td>MLS</td>
<td>Multiple Listing Service (certification mark owned by the Canadian Real Estate Association)</td>
</tr>
<tr>
<td>MLS.ca</td>
<td>Multiple Listing Service – a public website</td>
</tr>
<tr>
<td>MPAC</td>
<td>Municipal Property Assessment Corporation</td>
</tr>
</tbody>
</table>

Each year, the Municipal Property Assessment Corporation (MPAC) prepares an assessment roll for every Ontario municipality. The roll provides the assessed value of all the properties in a municipality or in the jurisdiction of a school board with taxing authority.

MPAC Head Office:
1305 Pickering Parkway
Pickering ON L1V 3P2
Toll Free: 1-866-296-MPAC (6722)

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>MTC</td>
<td>MLS and Technology Council (Council of CREA)</td>
</tr>
<tr>
<td>MVA</td>
<td>Market Value Appraiser (Residential)</td>
</tr>
<tr>
<td>NAR</td>
<td>National Association of REALTORS (U.S.A.)</td>
</tr>
</tbody>
</table>

The core purpose of the NATIONAL ASSOCIATION OF REALTORS® is to help its members become more profitable and successful. The NATIONAL ASSOCIATION OF REALTORS® was founded as the National Association of Real Estate Exchanges on May 12, 1908 at the YMCA Auditorium in Chicago, Ill.

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>OA-AIC</td>
<td>Ontario Association Appraisal Institute of Canada</td>
</tr>
</tbody>
</table>

Founded in 1938 is the largest and best-known organization of real estate appraisers, valuators and property consultants in Ontario. Real estate appraisers hold the designations: AACI, (Accredited Appraiser Canadian Institute) and CRA, (Canadian Residential Appraiser) as awarded by the Appraisal Institute of Canada. The designations mean that the member has met the highest professional industry standards in Canada. Ontario Association Appraisal Institute of Canada. (Ontario Chapter)

16 Four Seasons Place,
Suite 108, Toronto, Ontario,
Canada M9B 6E5
GLOSSARY OF COMMON ACRONYMS

OCLD       OREA Centre for Leadership Development
The OREA Centre for leadership Development develops high quality, experienced and trainer
leaders through a variety of courses and learning events. These motivated leaders will lead
their association long into its future, be ready to take on the issues of the day and help their
members become more successful.
www.orea.com/leadership

OREA       Ontario Real Estate Association:
The Ontario Association of Real Estate Boards (later renamed the Ontario Real Estate
Association) was founded in 1922 to organize real estate activities on a province-wide basis.
Initial goals included promoting higher standards, protecting the general public from
unscrupulous trading activity and championing the interests of members to government.
Today, OREA represents over 38,000 salespeople and brokers who are also members of the
province’s 43 real estate boards. The Association delivers registration courses on behalf of the
Real Estate Council of Ontario (RECO) and represents the interests of members through
government relations activities, special benefits and communications initiatives that inform
both members and public. www.orea.com
Ontario Real Estate Association
99 Duncan Mill Road,
Don Mills, Ontario
M3B 1Z2

PAC        Political Action Coalition

RPAC       RPAC is an internet-based network of REALTORS who support
OREA's government relations activities by communicating REALTOR positions to elected
officials

REBAC      Real Estate Buyers Agent Council (an affiliate of NAR)
The Real Estate Buyers Agent Council, REBAC, was founded in 1988 to promote
superior buyer representation skills and services. An affiliate of THE NATIONAL
ASSOCIATION OF REALTORS since 1996, REBACs membership now numbers
well over 40,000 and is the worlds largest organization of real estate professionals
concentrating on buyer representation. Members who meet all course and
professional experiential requirements are awarded the ABR® (Accredited Buyers
Representative) and/or ABRM® (Accredited Buyers Representative Manager)
designation(s). Both are the only designations of their type recognized by NAR.

The ABR designation is geared towards agents who wish to enhance their buyer
representation skills, and provides proof to prospective buyer-clients of their
proficiency at servicing the special needs of buyers. The ABRM\textsuperscript{SM} designation, on
the other hand, is intended for owners, brokers and managers who have or intend to
incorporate buyer representation into their companies service offerings. Developed in partnership with the Real Estate Brokerage Managers Council of THE NATIONAL ASSOCIATION OF REALTORS, the education program includes the ABR Designation course as a requirement, though not the designation itself.

REBAC supports its members through a variety of benefits and publications designed to keep members informed of developments in buyer representation and to assist members improve their business. REBAC also promotes the advantages of professional buyer representation to consumers.

To Contact the Real Estate BUYERS AGENT Council:
Mail: 430 N. Michigan Ave.
Chicago, IL 60611
Phone: 800-648-6224 or 312-329-8656
Fax: 312-329-8632
Email: rebac@realtors.org

RCE REALTOR Association Certified Executive
(a professional designation for Executive Officers awarded through the E.O. Liaison Division NAR, U.S.A.)

RECO Real Estate Council of Ontario:
Founded in 1997 the Real Estate Council of Ontario was formed to administer the Real Estate and Business Brokers Act (REBBA) on behalf of the Ontario Ministry of Consumer & Business Services
3250 Bloor Street West,
Suite #600, East Tower,
Toronto, Ontario
M8X 2X9

REIC Real Estate Institute of Canada
A leader in advanced real estate education, the Real Estate Institute of Canada (REIC) is an association of professionals that has been educating and certifying specialists in real estate since 1955. REIC represents an unsurpassed level of experience, commitment and dedication to real estate in Canada and, as such, is strictly governed by the Institute’s Code of Professional Standards to ensure that the Institute’s values are upheld for both its members and the consumer. From intense and relevant education, to the leading industry designations, all of REIC’s programs serve its mission
Real Estate Institute of Canada
5407 Eglinton Ave. West, Suite 208
Toronto, ON M9C 5K6

RI(B.C.) Professional Division, Real Estate Institute of British Columbia
GLOSSARY OF COMMON ACRONYMS

RICS  Royal Institution of Chartered Surveyors
Is the leading source of land, property, construction and related environmental knowledge. They support 120,000 members worldwide, promote best practices, represent consumers’ interests and provide impartial advice to society, business, governments and global organizations.
RICS
12 Great George Street
Parliament Square
London
SW1P 3AD
United Kingdom

RLI  REALTORS Land Institute
The Accredited Land Consultant (ALC) designation is important to REALTORS ® Land Institute members and to their clients for many reasons. RLI REALTORS Land Institute (a Division of CREA). First, the designation is awarded by the Board of Directors to members who have completed a comprehensive program of education and service to the Institute. Only ALC’s may use the accredited logo in their brokerage correspondence and marketing pieces.
RLI
430 N. Michigan Avenue
Chicago, Ill 60611

RM  Residential Member

SIOR  Society of Industrial and Office REALTORS (a Division of CREA)
(also the designation granted by the Society)
The Society of Industrial and Office REALTORS is the leading professional commercial and industrial real estate association. With more than 2800 members in 480 cities and 20 countries, SIOR represents today’s most knowledgeable, experienced and successful commercial real estate brokerage specialists.
Society of Industrial and Office REALTORS ®
1201 New York Avenue., NW Ste. 350
Washington, DC
2005-6126 USA

SRA  Senior Residential Appraiser (granted by AI)

SREA  Senior Real Estate Analyst (granted by AI)
SRPA  Senior Real Property Appraiser (granted by AI)
SRS  Specialist in Real Estate Syndication
GLOSSARY OF COMMON ACRONYMS

**UDSA**  Universal Data Sharing Agreement (OREA – A province wide agreement between boards to share MLS® information)

**VOW**  Virtual Office Website

**WCR**  Women’s Council of REALTORS® (NAR, U.S.A.)

Women’s Council of REALTORS® (NAR, U.S.A.)

We are a community of real estate professionals creating business opportunities, developing skills for the future and achieving our individual potential for success.

In 1924, the California Real Estate Association formed a Women's Division after members founded the idea on a train ride home from the National Association's convention in Washington, D.C. Fourteen years later, Joseph Catherine, the 1938 president of the NATIONAL ASSOCIATION OF REALTORS® (then called the National Association of Real Estate Boards) encouraged the formation of the Women's Council after being impressed by the California group and the immense potential of women in real estate. At the time, NAR was already 30 years old and most decisions were still made at the Local Board level. Unfortunately, most Local Boards were still resistant to women. However, the National Association was ready to recognize women in real estate and a positive vote resulted in the formation of a women's division at the Annual Convention held in Milwaukee in November of 1938. Thirty-seven ambitious women represented nine states at that meeting and WCR's inception.

National Headquarters
430 North Michigan Avenue
Chicago IL 60611