

Dear Member,

It has come to our attention that a technical challenge exists with the new Silicon Valley AOR system code that is programmed into the new Silicon Valley lockboxes. What this means for Oakland AOR key holders is that it will be necessary for a period of time, that you update your Supra key on the day that you show property in the Silicon Valley service area. Supra eKEY's (using a smartphone with the Supra application) automatically update each day, so no action is required if you use the new Supra eKEY service.

Access to Oakland AOR lockboxes is not affected, and you still will only need to update weekly in the Oakland AOR service area. You may update your key on the cradle, at Supra's website ([www.supraekey.com](http://www.supraekey.com)), or by calling Supra's KIMvoice system at [888-968-4032](tel:888-968-4032)

Thank you,

Oakland Association of REALTORS®