

What should I do if a listing is displaying incorrectly on REALTOR.com®?

When viewing a listing on REALTOR.com®, although rare, you may come across information that is displaying as incorrect on your listing.

Some things to consider when you see this information are:

1. Where did the information come from?
2. Where is it displaying on my listing?
3. How long ago did I make the change in my MLS and it is reflecting incorrectly still on REALTOR.com®?

While considering these things, also consider that REALTOR.com® pulls information directly from NTREIS to be as factual as possible. The time frame for a change to come from NTREIS MLS takes approximately 30 minutes. **The majority of the time, the error in data is an error in the listing data in NTREIS, so check your data information carefully in NTREIS first.**

If it is displaying incorrectly in your Headlines, Text Description, Special Message Box, or Open House Data, please login to your Control Panel by visiting solutioncenter.realtor.com and make the changes there.

If it displaying incorrectly in the **Additional Details** portion of your Control Panel or mapping, verify it is displaying correctly in NTREIS MLS and it has been up to 1 days.

If you have questions or need additional assistance, REALTOR.com® Customer Care is available to assist you. You may contact us via telephone at **1-800-878-4166 Monday-Friday, 6 AM – 5 PM Pacific Time** or you may email us at CustomerCare@REALTOR.com