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The law is divided into three articles, fifteen additional provisions, a transitional provision, a repeal provision and four final provisions.

Additional provisions 13 and 14 are particularly important for real estate agents, which have been translated into German here (deep.com)

Thirteenth additional provision Regulation of the requirements for exercising the activity of a real estate agent

1. Object and purpose

- 1.1. The purpose of this regulation is to regulate the requirements for the exercise of the activity of real estate agents and the obligations that must be fulfilled in the exercise of the activity, developing the provisions of the third additional provision of Law 5/2018 of 19 June on Housing in the Balearic Islands.
- 1.2. The requirements and obligations established, as well as the creation of the Official Register of Real Estate Agents of the Balearic Islands and the regulation of the registration process, aim to promote transparency in the housing sector and guarantee the protection of consumers through the provision of quality real estate services.

2. Area of application

- 2.1. This regulation applies to natural or legal persons who act or are required to act as real estate agents in the Balearic Islands. For the purposes of this regulation, a real estate agent is any natural or legal person who, in the territory of the Autonomous Community of the Balearic Islands, habitually and professionally provides brokerage services in real estate transactions related to the purchase and sale, option to purchase, rental, exchange or transfer of real estate, as well as the rights related to the aforementioned transactions, including registration.

In any case, it is understood that the provision of brokerage services in the Balearic Islands is dedicated to cases in which the property is located or the transactions are carried out in the Balearic Islands.

- 2.2. This provision does not apply to the following natural or legal persons:

- a) Property managers in the exercise of their activity, provided that they are not involved in the provision of the services provided for in Article 4(n) of Law 5/2018 of 19 June on Housing in the Balearic Islands.
- b) Persons who provide services related to property transactions in the Balearic Islands free of charge.

3. Rights of users of estate agent services

Without prejudice to the provisions on the protection of consumers and users in the aforementioned Law 5/2018 or other applicable laws, users of the services of real estate agents have the right to:

- a) Obtain sufficient, truthful, understandable, effective, objective, unambiguous and complete information on the price, conditions and characteristics of the goods and services offered before entering into a contract.
- b) To sign the contract with the real estate agents between the professionals and the users of the services in accordance with the established requirements and, in any case, to obtain all documents confirming the conditions of the conclusion of the contract for the services of the real estate agents and proof of payment.
- c) To receive the services and the quality of these services in accordance with the contract concluded.
- d) To have access to publicly accessible facilities and to have free entry and stay, without more or less restrictions than those established by the specific regulations of the activity and by the internal rules of the establishment, without discrimination based on birth, race, sex, religion, opinion or any other personal or social circumstance, and to be treated with decency and respect for the dignity of the person.
- e) To display in a conspicuous place the various badges certifying compliance with the obligations and requirements established for the exercise of the activity of real estate agent, as well as the quality and capacity badges and any other information related to the exercise of the activity, in accordance with the provisions established in the corresponding regulations.
- f) Formulate complaints and claims.
- g) Obtain from the Administration up-to-date and detailed information on the different aspects of the offer of real estate agents in the Balearic Islands registered in the Official Register of Real Estate Agents of the Balearic Islands.
- h) To obtain the protection of their personal data in accordance with current legislation. The right to be informed about the processing of their data, the right of access, rectification, opposition, cancellation (right to be forgotten), limitation of processing, portability and, where appropriate, the right not to be subject to automated decisions.
- i) To know and receive written information about the essential data, characteristics and conditions relating to the construction, condition, services, facilities, acquisition, use and payment of the flats or other properties included in the offer, advertising and promotion.
- j) Not to receive advertising or similar information in connection with the activities of real estate agents, unless expressly requested.

4. Obligations of users of the services of real estate agents

For the purposes of this Regulation and without prejudice to the provisions of other applicable legislation, persons using the services of estate agents shall have the following obligations:

- a) You must enter into an assignment contract with the real estate agents, which must in any case contain the minimum content set out in point 11 of the fourteenth additional provision of this law.
- b) Respect the rules of use and internal regulations of the real estate agents.

- c) To pay the price of the contracted service upon presentation of the invoice or, where applicable, at the agreed place, time and in the agreed manner, with the formulation of a complaint or claim in no case releasing them from the obligation to pay.
- d) To treat the persons involved in the development of the estate agent's activity with respect and dignity.
- e) To provide the real estate agent with sufficient and truthful information about the condition of the property and the actions carried out on it that may affect the condition, integrity and legality of the property.
- f) To provide the real estate agent with the documents required for the performance of his activity or to authorise him to obtain them from the competent authorities and bodies.

5. Conflict resolution

Without prejudice to the freedom of service users and real estate agents to choose the legal means to resolve disagreements and conflicts that arise between them, consumer mediation and arbitration should be encouraged. Professional or trade associations should promote membership of the Government of the Balearic Islands' Consumer Arbitration Board.

6. Rights of real estate agents

For the purposes of this provision and without prejudice to the provisions of other applicable regulations, real estate agents have the following rights:

- a) The free exercise of the activity without restrictions other than those provided for in the legal system.
- b) Information on the relevant measures and actions carried out by the competent autonomous administration in the field of housing, as well as on the possibility of voluntarily joining the consumer arbitration system.
- c) To participate, through the associations, the most representative organisations and the sectoral organisations, in the relevant public decision-making processes that may relate to and affect real estate activity.
- d) To obtain information about the facilities, characteristics and specific offer in the catalogues, guides, directories and computer systems of the autonomous housing administration, depending on the resource or area to which these instruments extend.
- e) Obtain the recognition of the competent housing authority of compliance with the requirements and obligations established by the regulation for the exercise and performance of the activity, as well as registration in the Official Register of Real Estate Agents of the Balearic Islands.
- f) Promote the carrying out of studies and research, the development and implementation of public and private cooperation programmes of general interest for the real estate sector or any other action that contributes to the achievement of the public objectives pursued by the competent administration in the field of housing in the Balearic Islands, through the colleges, organisations or sectoral and inter-sectoral associations.
- g) Registration in the Official Register of Real Estate Agents of the Balearic Islands, provided that they fulfil the requirements established in this regulation.

7. Obligations of real estate agents

- 7.1. Without prejudice to the applicable regulations, the general obligations of real estate agents are as follows
- a) Make any declarations or notifications to the competent housing authority and provide the information and documentation required by the provisions of this or other regulations for the exercise of their activity, as well as registering in the Official Register of Real Estate Agents of the Balearic Islands.
 - b) Maintain and keep up to date the liability insurance, bonds and other equivalent guarantees to which they are obliged under this provision or other applicable regulations.
 - c) display in a conspicuous place the various badges certifying compliance with the obligations and requirements established for the exercise of the activity as a real estate agent, together with the entry in the register, as well as the quality and capacity badges and any other information relating to the exercise of the activity, in accordance with the provisions of the corresponding regulations, as well as the badge for prior voluntary participation in consumer arbitration, where applicable.
 - d) To offer properties that comply with the provisions of Law 5/2018 of 19 June on Housing in the Balearic Islands and have the corresponding information.
 - e) Provide users of their services with the information they have received from the property, as well as information from other sources about the data, characteristics and conditions relating to the construction, condition, services, facilities, acquisition, use and payment of the flats or other properties included in the offer, advertising and promotion.
 - f) Publish the full final prices of all services related to the real estate brokerage, including taxes, and disclose the amount of any surcharges or discounts on the offer and any additional charges to the user of the services, if any.
 - g) to sign with the Users the contract between the Professionals and the Users of the Services under the conditions set out in point 4, letter a) of this provision and, in any case, to provide the Users with all the documents proving the conditions for the conclusion of the contract for the Real Estate Brokerage Services and the proof of payment under the conditions set out in this provision.
 - h) issue an itemised invoice for the services provided in accordance with the agreed or established prices.
 - i) To ensure the safety, tranquillity and comfort and to ensure friendly, courteous and respectful treatment of the staff employed by the company.
 - j) To grant free access and stay to the people who use the services, without restrictions other than those established by law, by the specific regulations that govern the activity and, where applicable, by the internal regulations established by the same companies.
 - k) Provide service users with the official complaint and claims forms and submit them within the deadlines established in Article 49 of Law 7/2014, of 23 July, on the Protection of Consumers and Users of the Balearic Islands.
 - l) Provide services in accordance with the provisions of this regulation and Law 7/2014 of 23 July on the Protection of Consumers and Users in the Balearic Islands.

- m) To indicate and permanently publicise the registration number in the Official Register of Real Estate Agents of the Balearic Islands in all channels in which they offer their services.
 - n) Provide the data subjects with all the information referred to in Articles 13 and 14 of the General Data Protection Regulation, as well as all the communications referred to in Articles 15 to 22 and 34 relating to the processing, in a concise, transparent, intelligible and easily accessible form, using clear and plain language.
- 7.2. In particular, they must comply with the provisions of Law 5/2018 of 19 June on Housing in the Balearic Islands and the following obligations when carrying out their activities:
- a) to advise the interested parties so that they obtain from the competent professionals the necessary information on their rights and obligations in relation to the operation in which they are intervening, as well as on urban planning, technical, rehabilitation, energy efficiency, environmental, fiscal or other regulations issued by the competent administration in real estate matters in relation to the dwellings, buildings or other real estate that are the subject of their professional intervention. The real estate agent assumes an accompanying role that allows the interested party to obtain the aforementioned information by contacting the corresponding administration, public body or institution directly.
 - b) Guarantee the return of the sums given to them as a result of the purchase of a home or as a deposit or deposit in any form, provided that they are responsible for them and they have not been given to the person to whom they were given.
 - c) Comply with the regulations for the protection of consumers and users and, in particular, national or regional legislation on consumer information in the sale, purchase and rental of dwellings and other properties.
 - d) To sign contract notes with those who use their services authorising them to offer the property and, where appropriate, to advertise it in an appropriate manner, to receive or dispose of the sums paid by the applicants and to conclude preliminary contracts or contracts on behalf of the bidders.
 - e) Report on the special rules that apply to contracts for social housing or undeveloped land with urban suitability for social housing or a similar purpose if they interfere with a contract for that purpose.
 - f) If applicable, indicate whether they are a member of the Balearic Islands Consumer Arbitration System.
 - g) Maintain guarantees, insurance and compliance with the requirements of this provision throughout the duration of the professional activity.
 - h) All real estate agents, regardless of their legal form, who carry out their activity in a publicly accessible area or via telematics must have a telephone line and an e-mail address for customer service.
 - i) Information on the regulations regarding advance payments made for the purchase of property.

8. Location and service requirements

- 8.1. Real estate agents must have an establishment open to the public in the Balearic Islands, unless the services are provided electronically or telematically. The professional domicile, business premises and offices that meet all the requirements and have the authorisations, licences and tax registrations required by law to carry out the activity are considered to be an establishment open to the public.

- 8.2. Authorised agents who provide their services exclusively by electronic or telematic means must have a postal address that is accessible in the Balearic Islands.
- 8.3. At these offices or at the postal address of the person providing their services by electronic means, enquiries, complaints and claims from consumers and users relating to the services of estate agents will be dealt with.
- 8.4. The badge and registration number in the official register of real estate agents in the Balearic Islands must be clearly visible. Real estate agents must indicate the registration number in the Official Register of Real Estate Agents of the Balearic Islands in any advertising of their activity. As long as this number is not available, the registration number provided when presenting the responsible declaration in a public register will be accepted.

9. Qualification and performance requirements

- 9.1. Real estate agents must have the professional qualifications required by law to carry out their activities and must disclose these qualifications.
- 9.2. Real estate agents must comply with the obligations and principles of conduct laid down in the applicable legislation and the professional code of conduct applicable to them.
- 9.3. In the case of legal entities, at least one of the managers or, where applicable, one of the members of the company's board of directors and the person responsible for the facility open to the public must fulfil both requirements.
- 9.4. Natural and legal persons may not have a criminal record for offences committed in the course of their real estate activities.

10. Solvency requirements

- 10.1. The real estate agent must have guarantees and insurance in accordance with the conditions set out in points 11 to 16 of this provision.
- 10.2. The amounts of the guarantee and liability insurance may be updated by a reasoned decision of the competent housing consultant.
- 10.3. The guarantees and insurances provided for in this provision do not apply to real estate brokerage activities initiated before the entry into force of this provision. The date of the mandate letter is decisive for the start of the activity.

11. Security deposit and reporting obligations of brokers

- 11.1. Real estate agents must provide a security and maintain it for as long as they carry out their professional activity to cover the amounts they receive in the course of their activity until these amounts are made available to the persons to whom they are addressed.
- 11.2. Real estate agents shall provide details of the identification of the security on request. They must provide at least the name of the insurance or financial institution and the reference number of the security.

12. Forms of guarantee

The guarantee, which may be contracted directly or collectively through professional or trade associations, consists of a surety insurance policy or a guarantee contracted with a duly authorised insurance or financial institution in accordance with its specific regulations. In addition to the guarantees provided by credit and insurance companies established in Spain, the guarantees of other credit and insurance companies established in the other Member States of the European Union will also be accepted as collateral.

13. Minimum amount of the guarantee

The minimum amount of the guarantee is 60,000 euros per year of cover.

14. Utilisation of the guarantee

The guarantee lapses either by express agreement between the recipients of the amounts received and the persons who provided these amounts, or as a result of a court judgement, a final arbitration award or a final administrative decision ruling on the rights of the persons concerned to the amounts in question.

15. Obligation to take out insurance

Real estate agents must take out liability insurance to cover the damage they may cause in the course of their work and must maintain this insurance throughout the duration of their activity.

16. Modalities and limits of the insurance

- 16.1. Liability insurance can be taken out directly or collectively through the professional associations regulated by Law 10/1998 of 14 December on Professional Associations in the Balearic Islands or through the corresponding professional or trade associations. Insurance policies are accepted from insurance companies domiciled in Spain as well as from other insurance companies domiciled in other Member States of the European Union. The minimum capital per insured person in the Balearic Islands is set at a minimum of 100,000 euros per claim and 600,000 euros per year.
- 16.2. The amounts of the guarantee and liability insurance may be updated by resolution of the Minister of Housing, Territory and Mobility in accordance with the indicators available to the competent Ministry of Housing on the evolution of the insurance market in terms of liability and guarantees.
- 16.3. The guarantees and insurance introduced by this law are not applicable to real estate brokerage transactions initiated before its entry into force. The date of the order letter is decisive for the commencement of the transactions.

17. Freedom of establishment and freedom to provide services for estate agents

The exercise of the activity of real estate agents is free and not subject to any restrictions other than compliance with current legislation, so that any person interested in providing services related to the activity of real estate agents may establish themselves in the Balearic Islands if they present the corresponding declaration or notification and, where appropriate, obtain the corresponding authorisation in accordance with the legal or regulatory provisions provided for in the laws or regulations.

Fourteenth Additional Provision Creation of the Official Register of Real Estate Agents of the Balearic Islands

1. the legal nature of the Official Register of Estate Agents of the Balearic Islands

The Official Register of Real Estate Agents of the Balearic Islands is public, administrative and compulsory, in accordance with the provisions of the third additional provision of Law 5/2008 of 19 June on Housing in the Balearic Islands.

2. Allocation and administration

- 2.1. The register is located at the Regional Ministry of Housing and is under the responsibility of the Directorate General of Housing, which is responsible for maintaining the register.
- 2.2. The Directorate General for Housing is responsible for managing the register.

3. Tasks of the Directorate-General for Housing in relation to the register

The General Directorate of Housing has the following tasks with regard to the official register of real estate agents in the Balearic Islands:

- a) Establishing guidelines for the management of registration and the amendment of registered data.
- b) Management of applications for registration, modification, temporary suspension and cancellation.
- c) Deciding on the suspension and cancellation of registration ex officio, after hearing the person concerned.
- d) Monitoring compliance with the conditions for maintaining registration by introducing systems for the regular review and monitoring of the requirements and conditions for registration.
- e) Information and public access to the data contained in the register in accordance with the applicable regulations on the protection of personal data.
- f) Issuing certificates on the data contained in the register.
- g) Promoting the development of codes of conduct and professional ethics by professional associations, federations and organisations. These codes deal with professional ethics, behavioural ethics, professional secrecy, commercial communication and transparency of remuneration.

4. Application for registration and documentation

- 4.1. The application for registration must be submitted to the offices of the General Directorate of Housing, without prejudice to the provisions of Article 16.4 of Law 39/2015, of 1 October, on the Common Administrative Procedure of Public Administrations.
- 4.2. Applications for registration may be submitted:
 - a) 1) Individually, the interested party, who must submit a declaration of responsibility containing his identification data and the following information:
 - That he has an establishment accessible to the public. In the case of services provided exclusively at a distance by electronic or telematic means, the physical address available in the Balearic Islands must be provided.

- That the corresponding authorisations, licences and tax registrations have been granted for the provision of real estate services and brokerage activities.
 - that he/she undertakes to carry out his/her activity in accordance with the principles of conduct and codes of professional ethics, behavioural ethics, professional secrecy, commercial communication and transparency in remuneration.
 - that he/she has the necessary professional training.
 - that he/she has professional indemnity insurance and has subscribed guarantees in the amount and according to the modalities set out in this regulation.
 - that he/she undertakes to comply with the conditions and requirements laid down in this regulation for the exercise of the activity of real estate agent.
 - that they authorise the persons who keep the official register of real estate agents in the Balearic Islands to carry out the necessary checks on the matters explained in the previous sections and undertake to provide the documentation that may be required for their authorisation.
- b) 2) Individually, by other organisations or associations of real estate agents not listed under letter b). In this case, the corresponding declarations must be submitted for each of the persons for whom registration is requested.
- c) jointly through professional associations in accordance with Law 10/1998 of 14 December on Professional Associations in the Balearic Islands or through the corresponding professional or trade associations.

In this case, the application for joint registration must be processed on behalf of the members or associates with a declaration of responsibility indicating all the members in practice, the list of establishments of each of them and, where applicable, the details of the company with which they collaborate. The declaration shall state that all members or associates fulfil the conditions and requirements established in points 8 to 10 of the seventh additional provision of this Act and that they are duly covered by the liability insurance and the guarantee established in points 11 to 16 of the thirteenth additional provision of the same Act.

- 4.3. The entry in the register can be made electronically in accordance with the regulations on electronic access to public services for citizens.
- 4.4. The submission of a responsible declaration means that the person concerned authorises the administration to compare and verify the reported data with the data of other public or private bodies or institutions.
- 4.5. Agents who carry out the activity of real estate brokerage before the entry into force of this regulation have a period of six months from the entry into force of this regulation to submit the individual responsible declaration referred to in this point.

Until the maximum period of six months from the entry into force of the law, the interested party who submits an individual application for registration with a responsible declaration must submit the liability insurance policy and the established guarantees.

- 4.6. Agents who have not worked as real estate agents prior to the entry into force of the law must also provide a university degree or proof of knowledge in the real estate sector in relation to the established contents.
- 4.7. The professional organisations or associations referred to in point 4.2.b) of this provision shall submit the application jointly within a maximum period of six months after the entry into force of this provision. In this case, the application for joint registration shall be processed for the members or associations with a declaration of responsibility listing all members working in the practice, the list of establishments of each of them and, where applicable, the details of the company with which they work. The declaration shall state that all members or associated persons fulfil the conditions and requirements established in points 8, 9 and 10 of the seventh additional provision of this Act and that they are duly covered by the liability policy and guarantee established in points 11 to 16 of the thirteenth additional provision of the same Act. The presentation of this declaration is sufficient for the members or partners to be automatically registered in the register.
- 4.8. The standardised forms for the application for registration and the responsible declaration can be found on the website of the General Directorate of Housing. The department responsible for housing must approve and publish these models within a maximum period of three months after the entry into force of this provision.

5. Entry

- 5.1. Once the application has been submitted with the declaration of responsibility, it is immediately entered in the register by the officials of the Directorate-General for Housing and the interested party receives a document confirming the entry.
- 5.2. Regardless of the form in which the applications are submitted, the entry in the register is made individually for each intermediary.
- 5.3. The bodies responsible for the register may subsequently carry out any checks they deem appropriate on the documents submitted or declared with regard to compliance with the requirements, guarantees and assurances for the exercise of the activity.
- 5.4. The entry is made for an indefinite period.

6. Effects of the registration

- 6.1. Registration confers the status of registered estate agent.
- 6.2. By registering, the person appearing in the register can prove that they fulfil the corresponding requirements and conditions for carrying out the activity in the Balearic Islands.
- 6.3. Registration authorises the person to publicise their status as a registered real estate agent and to offer the services of a real estate agent using the badge and plaque that certify this fact.
- 6.4. The registration and the use of the badge of the registered real estate agent does not imply any responsibility on the part of the Government of the Balearic Islands for the actions of the agents.

6.5. Within a maximum period of three months from the entry into force of this provision, the Ministry responsible for Housing shall authorise the characteristics and design of the badge, as well as the dimensions and format of said badge.

7. Amendment, suspension and cancellation at the request of a party

- 7.1. All registered persons are obliged to update the data provided if a change has occurred. To submit the documents requesting such changes, the holder submits, either personally or through a professional organisation, a declaration of responsibility indicating the changes requested.
- 7.2. Amendments to the data in the register, temporary suspension and cancellation of registration at the request of an interested party shall be processed in accordance with the same procedure as provided for in this provision for registration.

8. Suspension or cancellation of the entry ex officio

- 8.1. The registration of real estate agents is temporarily suspended if the agent is disqualified due to a serious or very serious sanction decision of the sanctions provided for in Articles 87 and 88 of Law 5/2018 of 19 June on Housing in the Balearic Islands, which must be approved by the body responsible for sanctions.
- 8.2. The registration is cancelled:
 - By the death of the registered person.
 - The cancellation of the legal entity.
 - If the conditions for registration are not met, after hearing the parties concerned.
- 8.3. The cancellation of the registration will result in the removal from the official register of real estate agents in the Balearic Islands.

9. Surreptitious advertising, illegal offers, intrusiveness and unfair competition

- 9.1. Advertising by any means of dissemination or the actual exercise of a real estate brokerage activity without having made the corresponding declaration and obtained the entry in the register, or if it has been made but does not comply with the legal or regulatory requirements for its exercise, is considered an illegal offer or illegal activity, intrusiveness and unfair competition and will result in the initiation of the corresponding sanction procedure, subject to the provisions of Law 5/2018 already mentioned.
- 9.2. The use of names for the activity of a real estate agent that may disguise the characteristics of the activity is prohibited.

10. Professional qualification requirements for registration in the Official Register of Real Estate Agents of the Balearic Islands

- 10.1. Anyone who fulfils one of the following requirements can apply for registration in the Official Register of Real Estate Agents of the Balearic Islands:
 - a) University degree in the fields of social sciences, law, engineering or architecture. Where applicable, this training must be accredited with the corresponding university degree in accordance with the terms of the corresponding specific sectoral regulations governing professional qualification requirements.
 - b) At least 200 hours of non-university training in real estate matters related to the brokerage, advisory and administrative services referred to in point 2.1 of the seventh additional provision regulating the

requirements for the exercise of the activity of real estate agent of this Law. Where applicable, this training must be accredited through certificates of attendance and achievement.

- c) Have experience in the provision of services constituting the activity of a real estate agent for at least the last four years immediately preceding the date of submission of the application. This experience must be proven by a certificate of employment from the employee confirming affiliation to the property sector, self-employment or a franchise agreement in the property sector valid for these four years.

10.2. If the real estate agent is a legal entity, the requirements for professional training are the same as in point 9.1 of the seventh additional provision of this Act.

10.3. Within a maximum period of three months from the entry into force of this provision, the competent regional housing ministry shall approve the list of subjects corresponding to the courses that can be credited for the recognition of the training of real estate agents, provided that a certificate of attendance and achievement is available. This list includes at least the following subjects: - Real estate law.

- Real estate law.
- Urban tenancy law.
- Mortgage law.
- Urban planning and housing law.
- Property tax law.
- Property valuation.
- Property development.
- Marketing and commercialisation.
- Professional property law. Professional activity.
- The official register of real estate agents in the Balearic Islands.
- Consumer law. Consumer rights when buying and renting property.
- Property taxation.
- Preventing and combating money laundering.

10.4. The regional ministry responsible for housing will approve, within a maximum period of six months, the conditions for the accreditation of training centres authorised to run these special courses for estate agents.

These courses may be held in person, by distance learning or via an e-learning platform, with the centre guaranteeing the provision of tutorials, student supervision and monitoring and control of the learning process. The teaching staff responsible for this training must have the appropriate university or higher professional training to teach the subjects mentioned in the previous section.

The non-university study centres must have sufficient qualified teaching staff to cover the number of students, with a maximum of 30 students per teacher. These centres are obliged to report to the Directorate General for Housing, at its request, on the management and use of the courses.

11. Content of the order letter

- 11.1. The order letter referred to in the aforementioned Law 5/2018 and in this provision must contain at least the information listed in this point, regardless of other provisions freely agreed between the parties.
- 11.2. The order confirmation must clearly distinguish in its text between the minimum content and other provisions freely agreed between the parties.
- 11.3. The minimum content of the order letter must include the following
 - a) Details of the person commissioning the services and the title that qualifies them.
 - b) The name and address of the real estate agent to whom the services are contracted. If applicable, the name of the company in which he is involved, his address and his VAT number. The registration number in the Official Register of Real Estate Agents of the Balearic Islands or the number of the application must be indicated.
 - c) Identification of the property to which the commission relates, indicating its registration and cadastral number.
 - d) The transaction commissioned, expressly stating whether it is an exclusive right.
 - e) The period for which the assignment is granted, the beginning and end of the assignment or, in the case of an indefinite assignment, until cancellation, stating this fact and the appropriate communication mechanism.
 - f) The price or rent charged by the client for the assigned transaction.
 - g) Fees received by the real estate agent for his services, with a breakdown of the taxes levied thereon and the method of payment of said amounts.
 - h) Details of the liability insurance and the insurance or deposit guaranteeing repayment of the sums paid in advance directly to the estate agent.
 - i) Explicit mention of the fact that the order form is drawn up in accordance with this provision.
- 11.4. Within three months of the entry into force of this provision, the regional ministry responsible for housing shall approve, by decree of the competent person, an approved model of the order form in the two co-official languages, in editable and non-editable format, which can be downloaded at any time from the regional ministry's website.

12. Appeals procedure

The decisions of the head of the Directorate-General responsible for housing may be appealed to the head of the regional ministry responsible for housing.