

# HAR FOREWARN Survey

**September 2025**



## Research Objective:

Gauge member awareness of the FOREWARN safety tool while encouraging member adoption.

## Survey Methodology

### Survey Population:

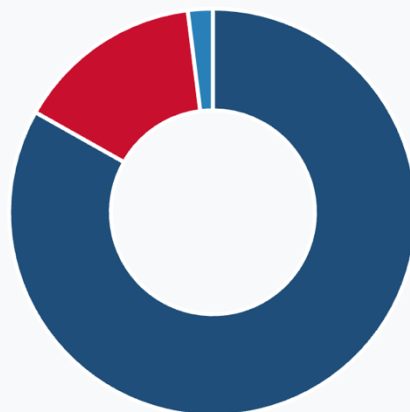
- 47,351 HAR members were invited to take the survey
- Emails promoting the survey were sent out

### Response Rate:

- 2,778 total survey respondents
- 5.9% response rate

## Survey Demographics Overview

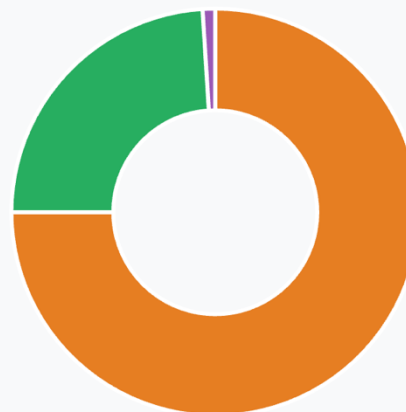
### Primary Role



■ Agent (84%) ■ Broker (15%) ■ Other (2%)

Agent	84%
Broker	15%
Other	2%

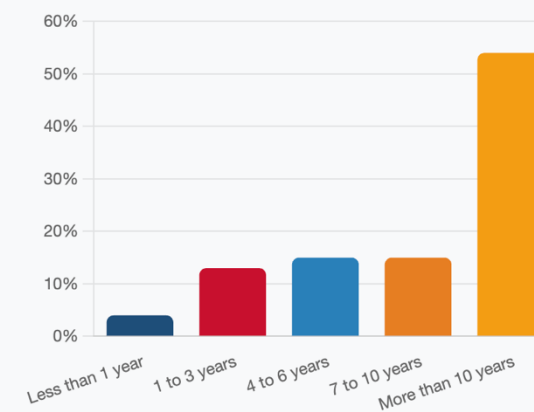
### Gender Identity



■ Female (75%) ■ Male (24%)  
■ Prefer not to answer (1%)

Female	75%
Male	24%
Prefer not to answer	1%

### Years in Real Estate

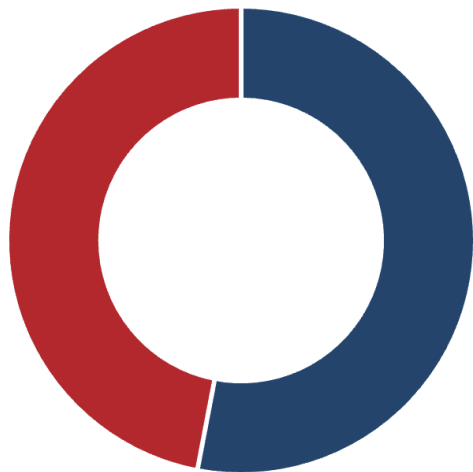


■ Less than 1 year ■ 1 to 3 years ■ 4 to 6 years  
■ 7 to 10 years ■ More than 10 years

Less than 1 year	4%
1 to 3 years	13%
4 to 6 years	15%
7 to 10 years	15%
More than 10 years	54%

# Have you ever felt unsafe when meeting a new client for the first time?

## All Respondents



● Yes (53%) ● No (47%)

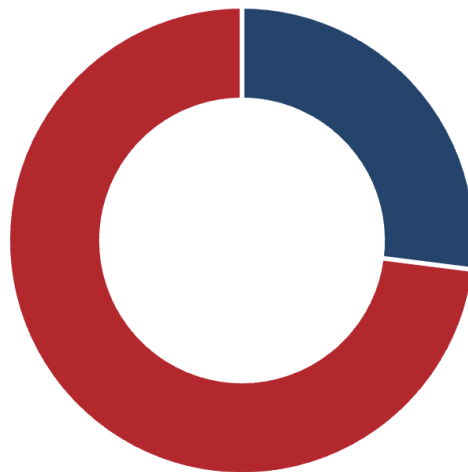
**53%**

Yes Responses

**47%**

No Responses

## Male Respondents



● Yes (27%) ● No (73%)

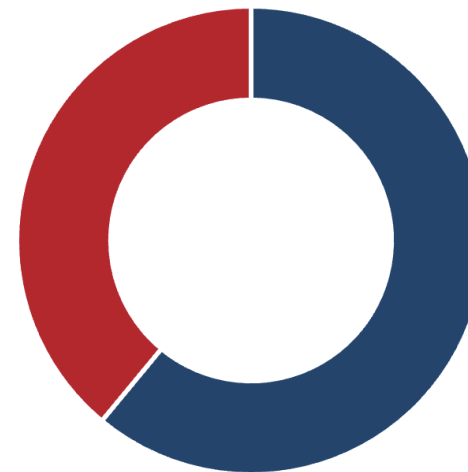
**27%**

Yes Responses

**73%**

No Responses

## Female Respondents



● Yes (61%) ● No (39%)

**61%**

Yes Responses

**39%**

No Responses

## If yes, please describe.

Real situations where REALTORS® felt unsafe meeting new clients

### 1 Vacant Property Concerns

"On the phone he said me and my wife and when they showed up it was him and three other men. The house was vacant so I let them go in and I waited outside and I secured the property when they left."

### 2 Open House Incident

"A man locked the front door at my open house, another one showed up with a roll of duct tape, found a man hiding behind an open door while showing a woman a house at night."

### 3 Inappropriate Client Behavior

"Customer stated he was married but never brought his wife to showings. On one showing, he asked if I could go into the closet stating 'How many people do you think would fit in here'. I didn't go into the closet, instead made my way out of the house."

### 4 Remote Location Risk

"I live in a rural area and most of my showings are in the country, not neighborhoods. When I enter a property with someone I don't know, I know I am taking a risk every time."

### 5 Threatening Physical Contact

"I had a horrible feeling from the moment he arrived. When leaving he shook my hand but wouldn't let go. He said let me give you some money. I said no and thankfully a neighbor walked out and he let go."

### 6 Mental Health Concerns

"At an open house, a man was carrying a full trash bag and wearing a wristband. He asked odd questions and began throwing candies at me. When guests asked about his wristband, he said he'd just been released from the mental hospital."



Over the past 12 months, have you met a new or prospective client alone at a secluded location/property?

### All Respondents



● Yes (53%) ● No (47%)

**53%**

Yes Responses

**47%**

No Responses

### Male Respondents



● Yes (64%) ● No (36%)

**64%**

Yes Responses

**36%**

No Responses

### Female Respondents



● Yes (49%) ● No (51%)

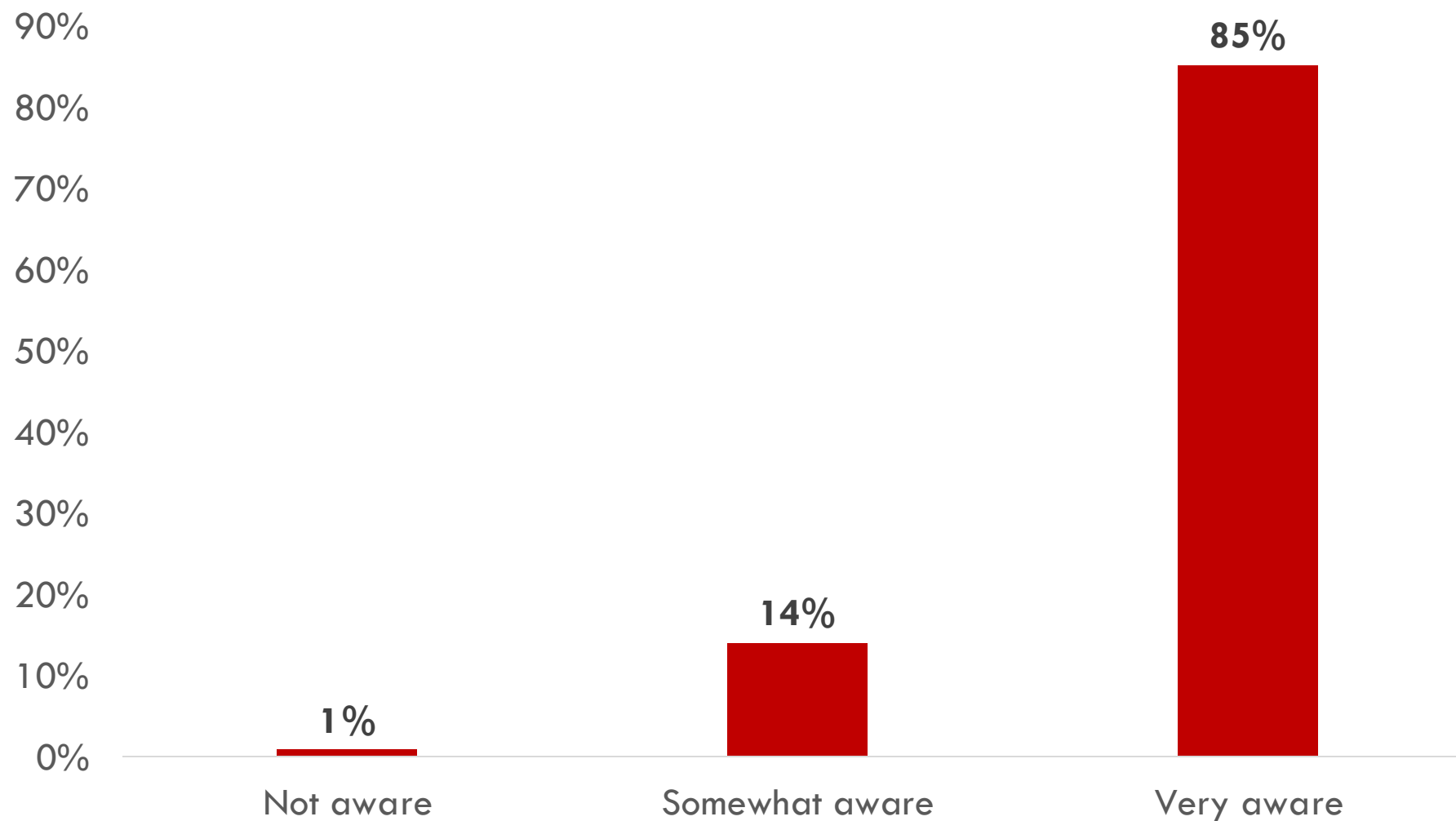
**49%**

Yes Responses

**51%**

No Responses

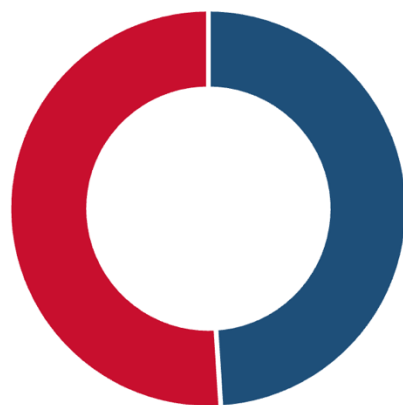
How aware are you of potential safety risks when meeting a new client?





Have you ever felt afraid or uneasy during an open house?

### All Respondents



● Yes (49%) ● No (51%)

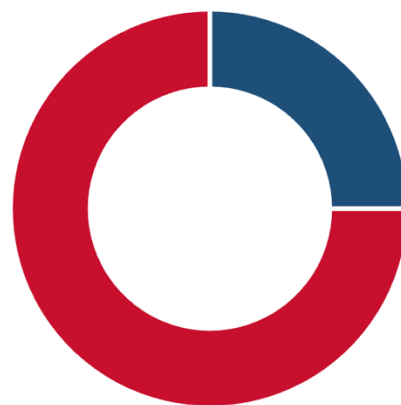
**49%**

Yes Responses

**51%**

No Responses

### Male Respondents



● Yes (25%) ● No (75%)

**25%**

Yes Responses

**75%**

No Responses

### Female Respondents



● Yes (57%) ● No (43%)

**57%**

Yes Responses

**43%**

No Responses

# Please describe the situation that caused you to terminate or cancel a meeting/showing.

When REALTORS® had to prioritize their safety by ending interactions

## 1 FOREWARN Revealed Criminal History

"Before August'24 randoms would call to see a property. This one guy had 20 or so come up criminally on FOREWARN and some were assault. I cancelled that showing."

## 2 Identity Verification Issues

"They were unwilling to do a video meet up and would not send their driver's license. A potential client wanted to use WhatsApp for communication. After using FOREWARN, I could not verify this person's identity and concluded it was a scam."

## 3 Violent Criminal Background

"Man with 17 violent convictions kept asking me to show him homes. I would never have known about his background without FOREWARN. I looked him up and saw he had multiple criminal records, including battery and aggravated sexual assault. I immediately blocked him!"

## 4 Refused Safety Protocols

"Caller was not willing to meet during daylight hours. I offered to meet on Sunday so he could see the house in the light, but he didn't want to. I told him and my manager that I was not going to meet a random caller at a house at night."

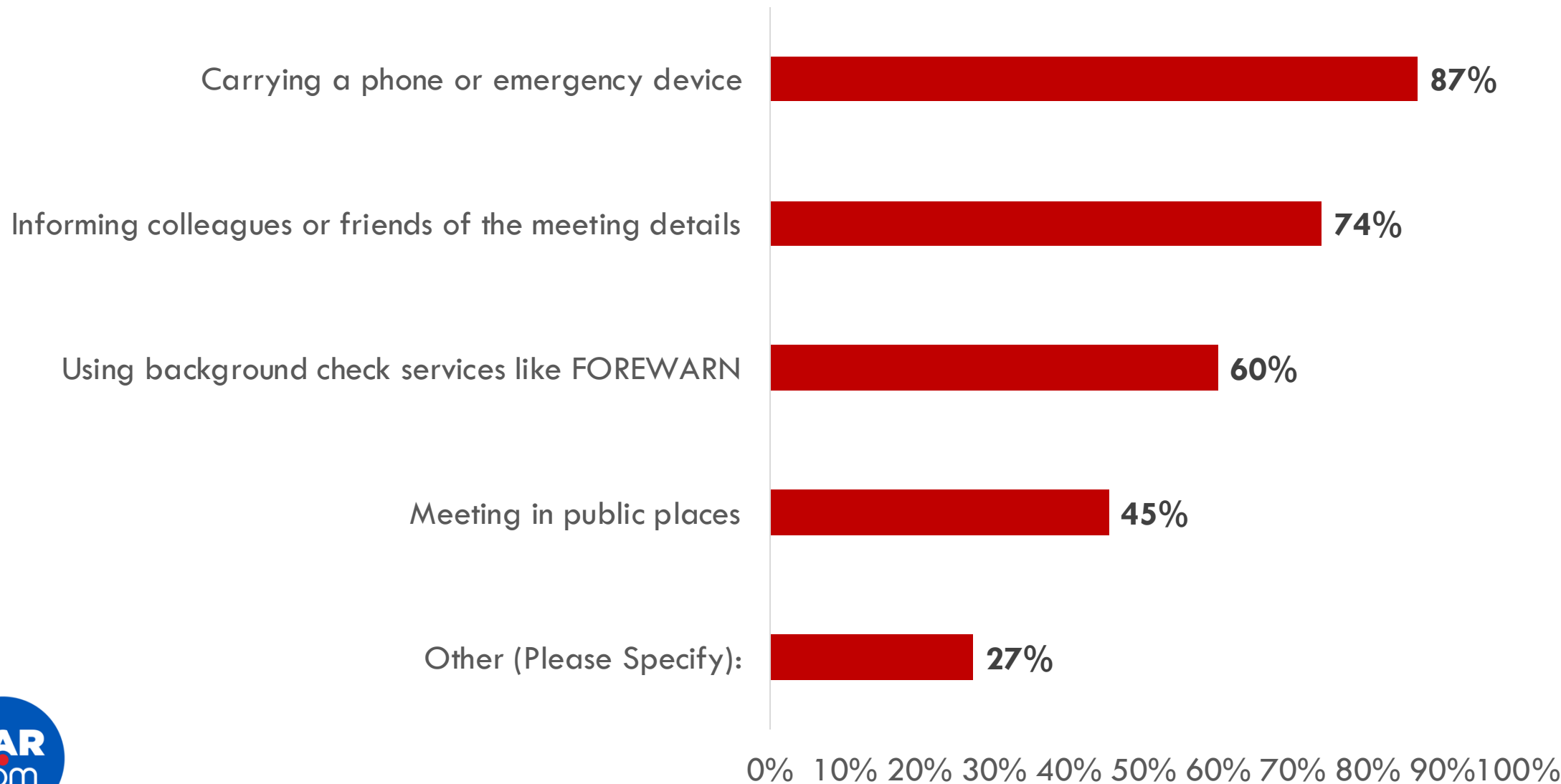
## 5 Inappropriate Behavior Escalation

"Had a total creeper one time whom I had agreed to meet at my listing the next day. Then he began texting me inappropriate things so I blocked him and called the police."

## 6 Multiple Red Flags

"Someone called to see a \$2.4 million listing. Insisted on seeing it right away. Checked them on FOREWARN, and they had multiple arrests, assault charges, aliases. We told them they needed to find an agent to show them the property as we were not available."

Which of the safety measures do you currently use when meeting new clients or hosting open houses? (Select all that apply)



Are you aware of the HAR benefit called FOREWARN that allows Realtors to perform background checks on new clients before meeting them?

### All Respondents



● Yes (72%) ● No (28%)

**72%**

Yes Responses

**28%**

No Responses

### Male Respondents



● Yes (67%) ● No (33%)

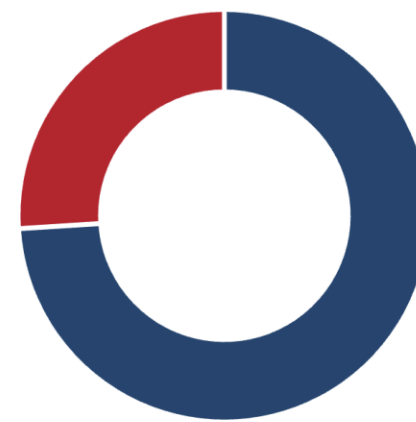
**67%**

Yes Responses

**33%**

No Responses

### Female Respondents



● Yes (74%) ● No (26%)

**74%**

Yes Responses

**26%**

No Responses

# Please describe any situations where you have felt unsafe.

13

Real experiences from HAR REALTORS® highlighting the need for safety awareness

## 1 FOREWARN Prevented Dangerous Encounter

"I did receive a lead from a guy who was a listed sex offender and had a violent criminal history. Thanks to FOREWARN, I rejected the lead. My broker ran FOREWARN and there were multiple items including everything from petty theft to murder charges. It's not worth a paycheck to risk my safety."

## 2 Blocked Driveway Intimidation

"The client and his friend showed back up and blocked the driveway entrance... they threw something out of their vehicle when they saw we were still there. They stayed parked at the end for a few minutes. I called the Sheriff's Non-Emergency number to share my concerns."

## 3 Open House Vulnerability

"I was alone when a man walked in at my open house on a rural street. He asked me how I protect myself from people when I'm all alone. I had this feeling he was asking how I'd protect myself from him! I told him my husband watches my location and I carry my gun."

## 4 Unexpected Armed Neighbor

"We were in a high crime area and a very tall person appeared at the front door during our showing. He had one of his hands behind his back. I was fixated on the hand behind his arm, expecting it to be a gun. It turned out to be a neighbor, but made me realize how vulnerable we are."

## 5 Inappropriate Dating Demands

"At his inspection, he said 'now that we are almost done I can take you out on a date.' He was visibly upset when I said no. The day of closing he looked like a raging lunatic and started yelling that he bought the house for me and that's why he hate black women."

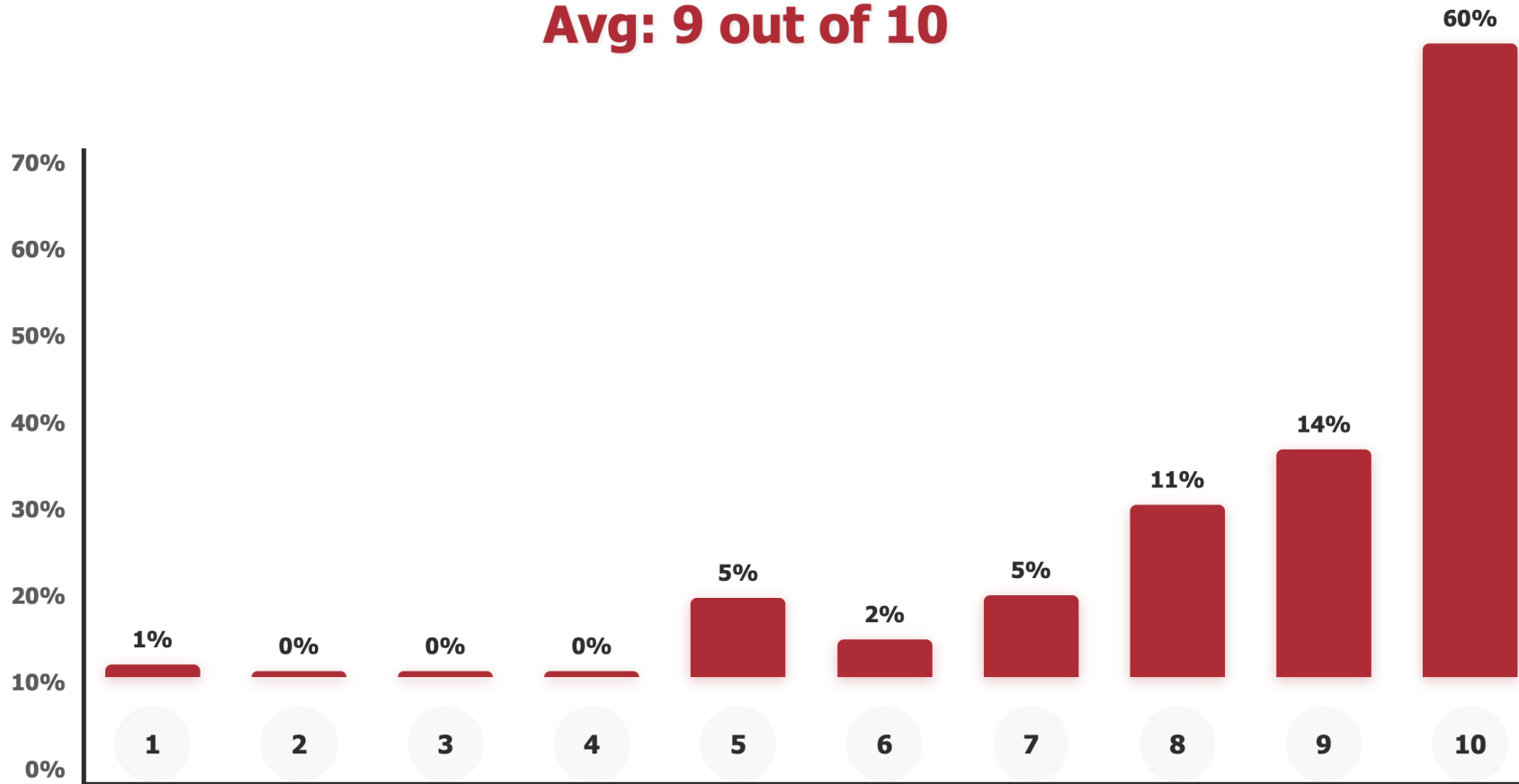
## 6 Fake Showing Setup

"There were 2 men instead of one. They said 'we are really interested in a vacant lot nearby - we can show you. You can ride with us.' We drove 3-4 blocks and they stopped at a random lot with no for sale sign! They had another agenda - it wasn't real estate!"



On a scale of 1-10, how satisfied are you with FOREWARN? With 1 being the least satisfied and 10 being the most satisfied.

**Avg: 9 out of 10**



Based on **1,913 HAR member responses**  
**75% of members rated FOREWARN 9 or 10 out of 10**  
Demonstrating exceptional satisfaction with this critical safety tool



Have you attended any safety training or workshops specifically for real estate professionals?

### All Respondents



● Yes (39%) ● No (61%)

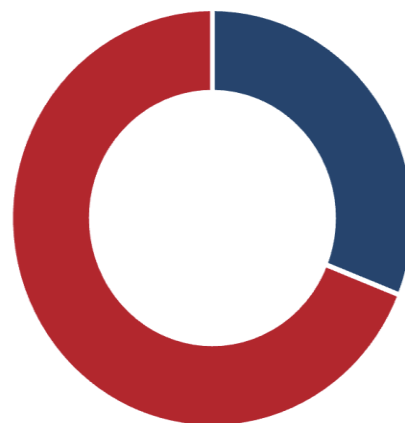
**39%**

Yes Responses

**61%**

No Responses

### Male Respondents



● Yes (31%) ● No (69%)

**31%**

Yes Responses

**69%**

No Responses

### Female Respondents



● Yes (42%) ● No (58%)

**42%**

Yes Responses

**58%**

No Responses



## Have you ever taken a self-defense class?

### All Respondents



● Yes (40%) ● No (60%)

**40%**

Yes Responses

**60%**

No Responses

### Male Respondents



● Yes (45%) ● No (55%)

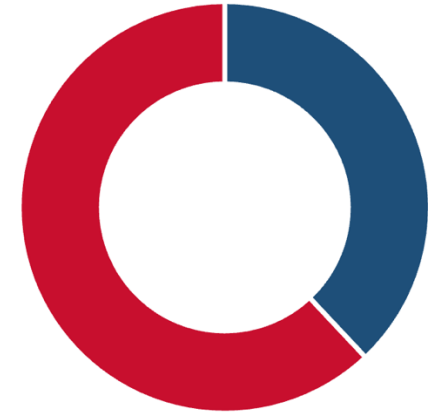
**45%**

Yes Responses

**55%**

No Responses

### Female Respondents



● Yes (38%) ● No (62%)

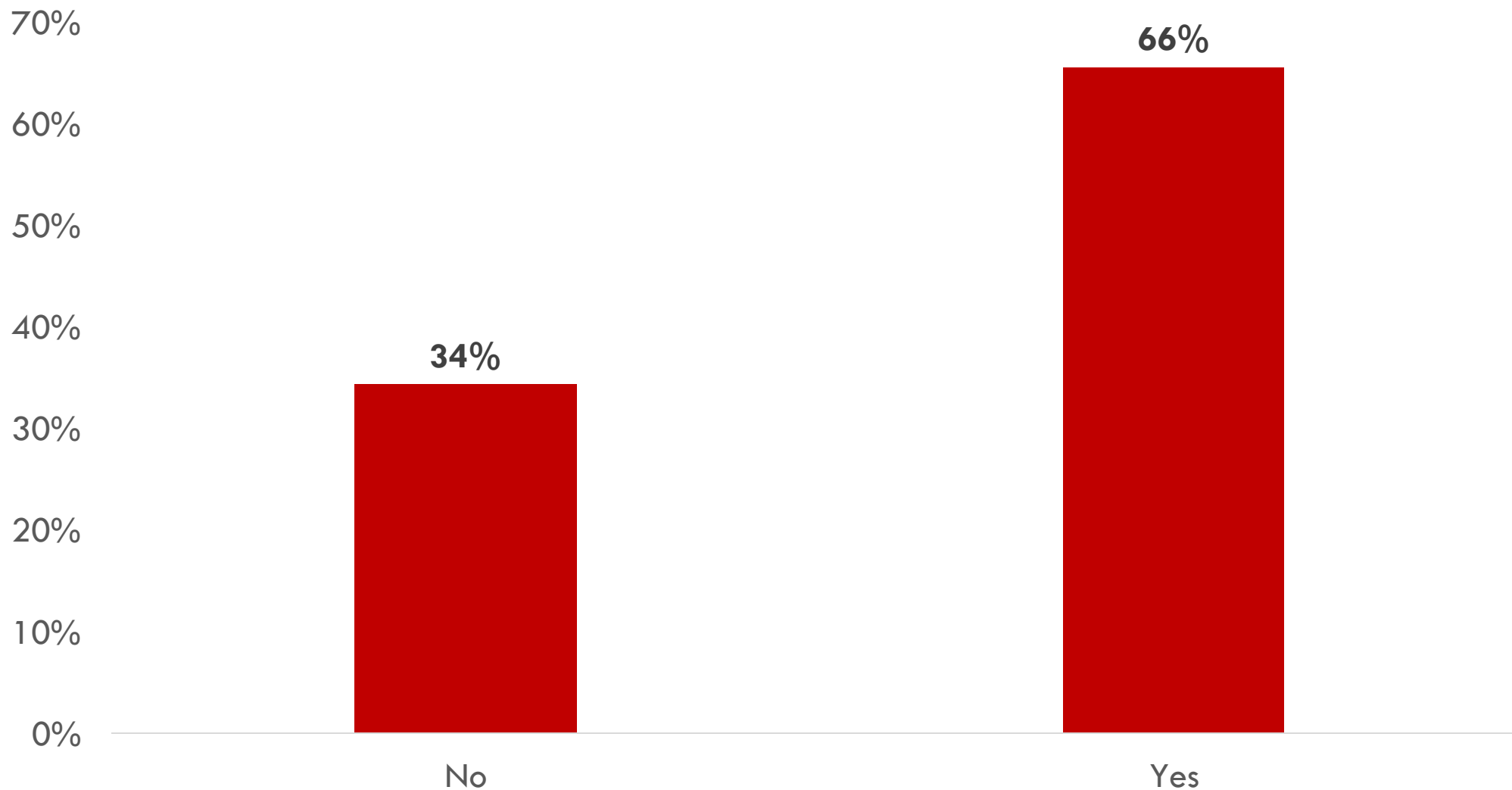
**38%**

Yes Responses

**62%**

No Responses

Do you have a safety protocol for your clients' items when preparing for an Open House?



Do you carry safety tools (e.g., pepper spray, personal alarm, safety app) when meeting clients or hosting open houses?

### All Respondents



● Yes (57%) ● No (43%)

**57%**

Yes Responses

**43%**

No Responses

### Male Respondents



● Yes (46%) ● No (54%)

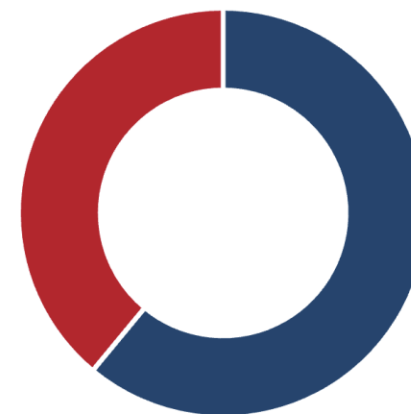
**46%**

Yes Responses

**54%**

No Responses

### Female Respondents



● Yes (61%) ● No (39%)

**61%**

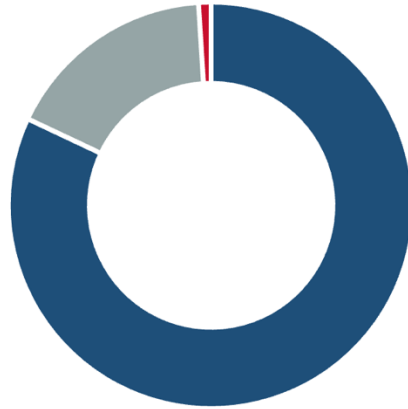
Yes Responses

**39%**

No Responses

Do you believe that services like FOREWARN could help improve your safety when meeting new clients?

### All Respondents



● Yes (82%) ● Unsure (17%) ● No (1%)

**82%**

Yes Responses

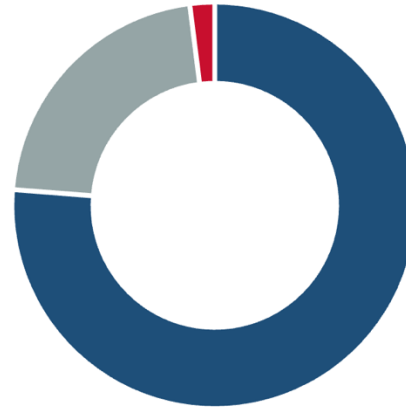
**17%**

Unsure

**1%**

No Responses

### Male Respondents

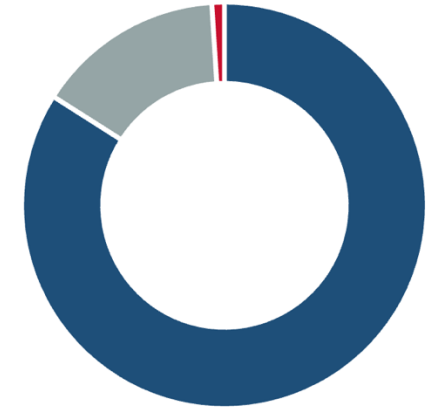


● Yes (77%) ● Unsure (22%) ● No (2%)

**77%** **22%** **2%**

Yes Responses Unsure No Responses

### Female Respondents



● Yes (84%) ● Unsure (15%) ● No (1%)

**84%** **15%** **1%**

Yes Responses Unsure No Responses

# Provide a testimonial about a personal situation in which FOREWARN helped you uncover background information that may have prevented a bad experience.

Real success stories from HAR REALTORS® demonstrating FOREWARN's life-saving value

## 1 Prevented Multiple Violent Encounters

"I had someone who gave me bad vibes and when I pulled them up on FOREWARN, they had over 10 convictions. Someone called about a \$2.4 million listing with multiple arrests, assault charges, aliases. Found out that a potential 'buyer' had over 40 convictions including murder charges. FOREWARN has been a lifesaver!"

## 2 Saved Agent from Sexual Predator

"I was contacted by a man that saw my sign at a property I had listed. Before agreeing, I looked him up on FOREWARN and saw he had multiple criminal records, many of which were violent crimes, including battery and aggravated sexual assault. I immediately blocked him!"

## 3 Revealed 57 Criminal Records

"Several times FOREWARN has saved me from fraudulent applicants. A potential tenant called and seemed perfect, but when I checked FOREWARN she had 57 criminal records all filled with forgery, theft, arrest and what not! Since that day I check FOREWARN before even showing someone a home. I highly recommend all agents use FOREWARN!"

## 4 Capital Murder Discovery

"I looked up a painter hired by homeowners whom I was supposed to meet there. It turned out he was newly released on parole for Capital Murder and other violent convictions. I found a conviction of capital murder for one potential client. FOREWARN is extremely beneficial and I'm grateful for its use to prevent dangerous experiences."

## 5 Human Trafficking Prevention

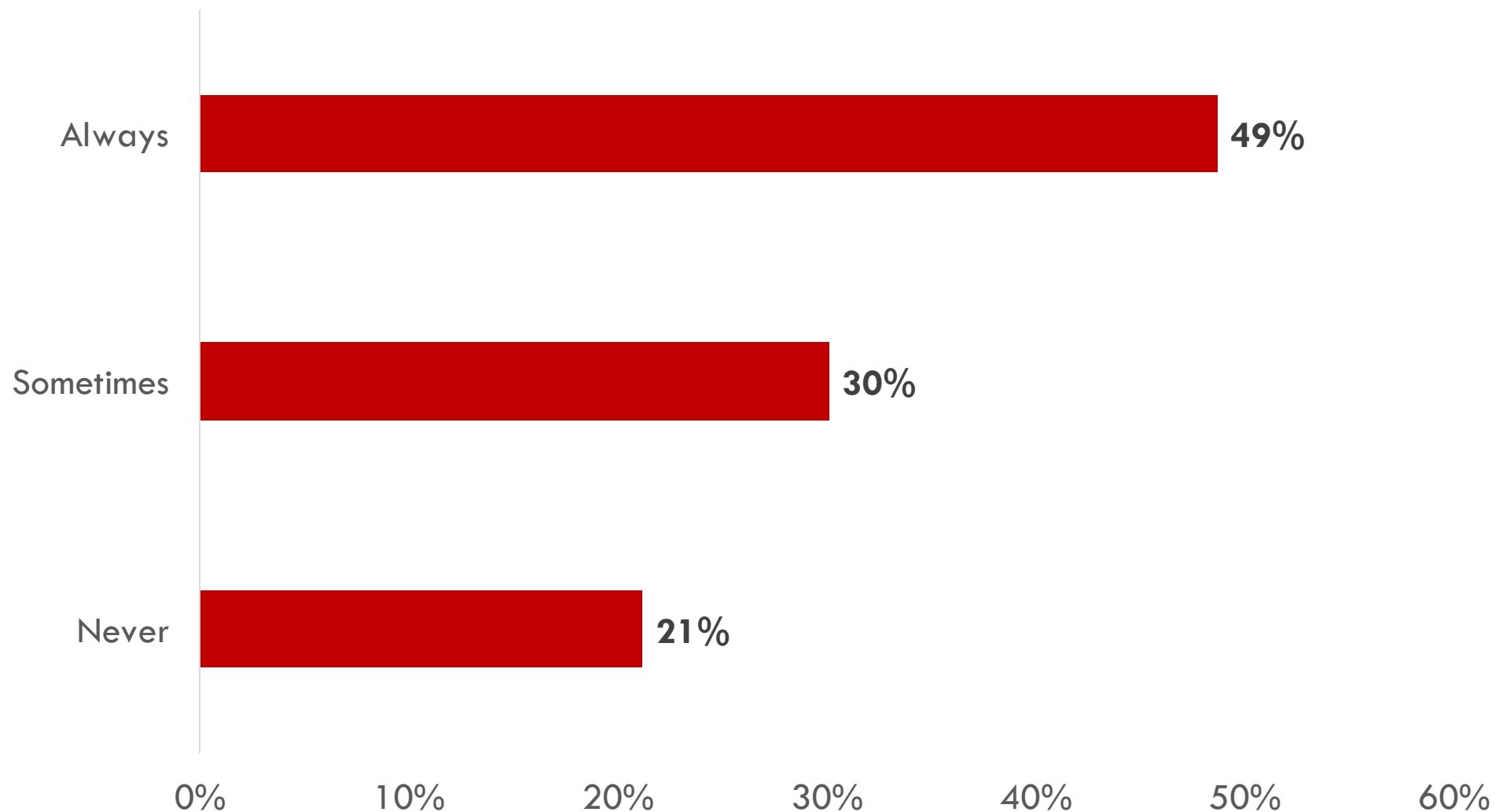
"I received a seller lead through Zillow claiming to have 3 investment properties. After using FOREWARN I discovered they have counts of human trafficking and other disturbing information. I made up an excuse to cancel the appointment. FOREWARN definitely helped to keep me safe."

## 6 123 Criminal Infractions Uncovered

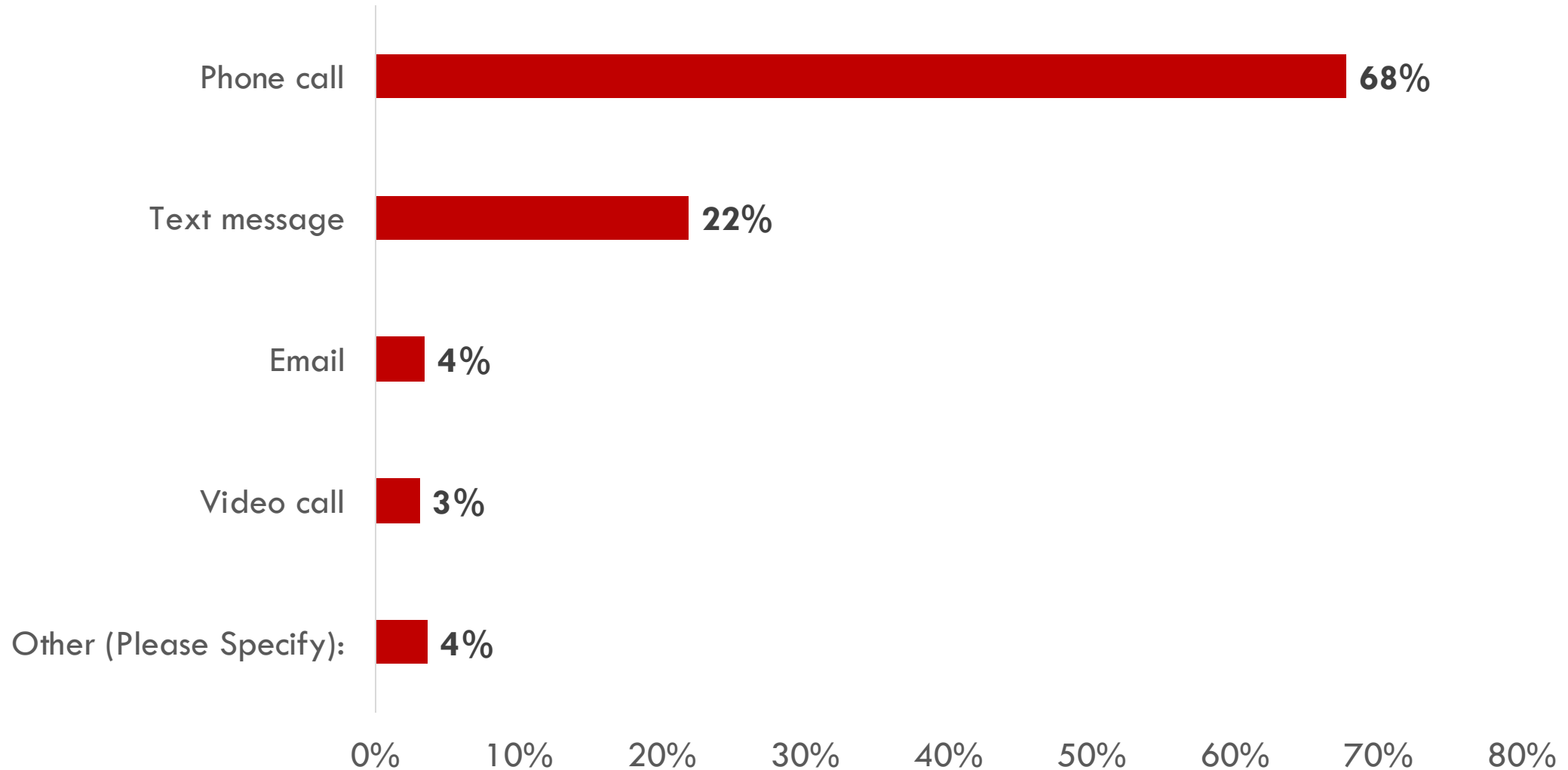
"Found out that the guy calling to see a property had 123 criminal infractions. I declined to show him any properties. It's unbelievable how much criminal and violent history people have. Really really scary. I am so grateful for FOREWARN - it's a literal life saver."



How often do you check a potential client's background before a meeting?

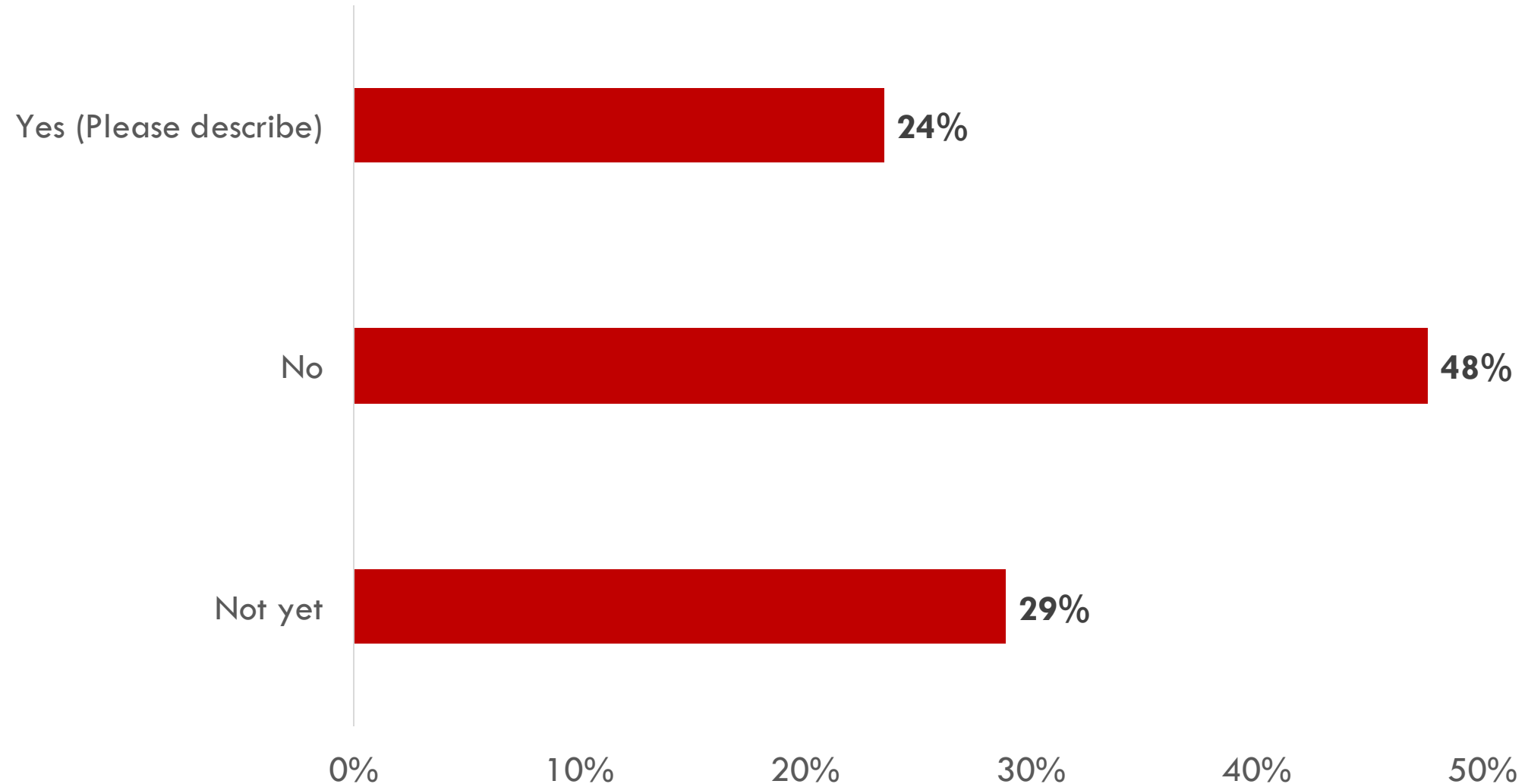


What is your preferred method of communication with clients before arranging a meeting?





Have you ever had to terminate a meeting or cancel a showing due to safety concerns?



# Technology Safety Suggestions

What additional safety technology would help HAR REALTORS® feel more secure?

## GPS Location Sharing & Tracking

TOP REQUEST

Real-time location tracking with family members, colleagues, and brokers during showings and appointments.

*"A GPS system or app that we can use with family members or co-workers. I would like to have a system where I tell a partner or manager where my appointment is and they can track my location."*

## SOS Emergency Alert Systems

TOP REQUEST

Panic buttons and distress signals that instantly alert emergency contacts, family, and law enforcement.

*"There might also be a distress signal to send to the partner. I would love to invest in a safety device like a necklace that alerts police and family members."*

## Enhanced FOREWARN Features

More comprehensive background checks including employment verification, deeper criminal history, and improved accuracy.

*"FOREWARN is a great tool, it would be nice if it included more in-depth background information. Being able to run a more comprehensive background check such as employer etc."*

## Safety Apps & Digital Tools

Mobile safety applications with multiple features including check-in timers, location sharing, and emergency contacts.

*"List of safety apps that we can pass around to our agents to remind them there are options to not make you feel like you're going alone."*

## Client ID Verification Platform

Digital system for uploading and verifying client identification before meetings, linked to agent accounts with scheduling.

*"HAR should have a platform, where you can upload the buyers ID card and important information. Uploading a client's ID to our HAR account that confirms we are showing properties to that client with scheduled date/time."*

## Communication & Check-in Systems

Open phone lines, automated check-in systems, and communication protocols with office staff during appointments.

*"Keep your phone line open and active to your office or another Realtor. Maybe a photo capture on the supra that can be activated upon arrival by agent phone."*

# Policy & Training Safety Suggestions

What policies and training would help HAR REALTORS® feel more secure?

## Self-Defense Training & Classes

**MOST REQUESTED**

Regular self-defense classes with continuing education credits for HAR members, including physical defense techniques and situational awareness.

*"Self defense classes maybe like one or two a year. Self Defense class with CE credit. I think there could be great danger to agents specially women. I think more awareness needs to be aware and more mandatory self defense trainers."*

## Mandatory Buddy System Policy

**HIGH PRIORITY**

Industry requirement for agents to work in pairs, especially for open houses, vacant properties, and first-time client meetings.

*"Unfortunately we would have to always travel in pairs with someone else. Always have another partner companion if I am having second thoughts of someone. I never do open houses by myself."*

## Client Meeting Protocols

Standardized requirements for ID verification, office consultations before showings, and no nighttime appointments with unknown clients.

*"I think HAR should require a buyers consultation for ALL customers in a public place before touring. It should be non negotiable. If industry would set guidelines for no showings after dark."*

## Safety Awareness Training

Comprehensive safety education programs covering risk assessment, situational awareness, and emergency response procedures.

*"Agent safety awareness training. Classes on personal safety measures. Safety tips and training. Offer safety classes more often through HAR."*

## Open House Safety Protocols

Mandatory safety procedures for open houses including registration requirements, escape route planning, and backup support systems.

*"A protocol for open houses to follow would be great. I ask ALL visitors to register at the door. Always making sure of my escape areas. I do this even when showing a home."*

## Concealed Carry Training

Optional firearms training and concealed carry classes for agents who choose personal protection options.

*"Concealed gun carry class. I NEED A SAFETY COARSE AND MAY NEED TO GET CERTIFIED TO CARRY. As with other courses offered by HAR, I think handgun classes for those interested would be helpful."*