



ILLINOIS AGENT FAQ

Your guide to everything eXp IL!*

Press CTRL + F to search keywords
Mac: Press Command + F



*This is a living document that we update as we need to. Only **bookmark** this guide so you do not miss updates - please do not download.

To Search for Keywords in this FAQ, Press CTRL "F" on your keyboard or Command "F" on a Mac and a Search Bar will appear.

State Information & Contacts

How do I find the State Broker Room?

Our State Broker Room is located in exp.World, click [HERE](#). Simply click on the GO TO menu in the top left of the screen. Then click US Broker Rooms > Illinois Broker Room.

Or use the direct link <https://exp.world/ilbrokerroom> to bypass the welcome area!

Who is my State team and how do I contact them?

eXp Realty, LLC

Main Broker IDFPR license number: 481011938

Main office address: 939 W North Ave, Suite 750, Chicago, IL 60642

HUD/NAID number: EXPRLT9449

eXp Illinois Main Office Phone Number: 888-574-9405

Illinois Broker Team Email: il.broker@exprealty.net

Broker Team

Steve Rettig, Designated Managing Broker



il.broker@exprealty.net

Craig Temple, Managing Broker



il.broker@exprealty.net

Tracy Schoenfelder, Managing Broker



il.broker@exprealty.net

Administrative Support Analysts

An Administrative Support Analyst (ASA) is responsible for assisting the Broker Team with day-to-day operations. il.admin@exprealty.net

Crystal Newman



il.admin@exprealty.net

Renee Jahnke



il.admin@exprealty.net

Contract Compliance Analysts

Our Contract Compliance Analysts (CCA) review your files in Skyslope and make sure that the required documents are submitted in a timely manner for each transaction. They will let you know if you are missing something or if something is incorrect. il.contracts@exprealty.net

Susan Ahlert, CCA/MB



il.contracts@exprealty.net

Diana Chapa, CCA/MB



il.contracts@exprealty.net

Joanna Fortuna, CCA



il.contracts@exprealty.net

Transaction Settlement Analysts

Our Transaction Settlement are amazing behind-the-scenes people who work diligently to get the Commission Disbursement Agreements created for each transaction. They also settle each transaction and make sure your transaction info is recorded in Enterprise.

They help get you paid!

Shelly DeMoss, RTM

Heather Kleinheinz, TSM

Abigail Ransom, RSM

Devin Patterson, TS Lead

Ekaterina Timofeeva, TS Lead

Michelle Briones, RSA

Jen Mayores, TSA SR (Teams)

Michelle Haggard, TSA SR (Teams)

Kim Silva, TSA SR (Teams)

Rachel Holan, TSA (Solo)

Agents email: il.transactions@exprealty.net

Mega Teams: megateams@exprealty.net

Transactions Team Phone number: (855) 966-1397

Expert Care Concierge (open 24/7 in eXp World!).

The eXp Expert Care Desk is THE place to ensure your questions are answered and your problems are solved. Their goal is to provide you, our eXp agents, with quick responses to information and decisions so you can focus on your business.

Jessica Kern

Violet Vilorio

Win Lampa

Phone: (833)303-0610

Email: ExpertCare@exprealty.net

eXp.World: <https://exp.world/expertcare>

Assistance in multiple languages available!

State Resources, Trainings

When are the state meetings and trainings?

Our Illinois Team Meetings are the 2nd and 4th Tuesday at 9am in the Illinois Broker Room in eXp World, link is here: <https://exp.world/ilbrokerroom>

Click [HERE](#) to find our next state Training and Events in our Workplace Events Calendar.

Where can I find past state meetings and trainings?

Find them in the Illinois Workplace Group, search for the Date of the Team Meeting or Training in the upper right:

<https://exprealty.workplace.com/groups/496504034082056>

eXp Realty ILLINOIS Video Resource Library:

https://docs.google.com/document/d/1sMDAKL_HoN-iRN3NjgCZ6NMjnZ3u-nNlav25-LDfhs0/edit?usp=sharing

How do I find out about upcoming In-Person eXp Events in Illinois?

Visit our In-Person Events website at www.eXpIllinoisEvents.com for the most recent schedule and RSVP links!

Where can I find a National Agent Directory of eXp Agents that I can refer out of state clients to?

<https://exprealty.com/agents/>

How do I update my info and headshot on the eXp National Agent Directory?

Update your information here: <https://agents.exprealty.com/>

To refer a deal to an eXp Agent in another area, complete this form and the agreements are automatically sent out to both Agents and Managing Brokers: <https://exprealty.com/referrals/>

(not for outside brokerages) for outside brokerages, a manual form can be found in the Skyslope "Forms" system.

Where else can I find state resources, updates, and information?

Since eXp is a cloud brokerage we have created several avenues for you to get connected and stay up to date. Below are just some of the ways to stay connected!

Workplace (Facebook for Business!!!):

Workplace is our communication hub. This is where all state updates, news, and alerts will be shared. Check here daily for the most up to date knowledge.

- [Illinois State Group](#)
- [Illinois Agent Resource Group](#)
- [Illinois State Referral Group](#)

****Getting a TON of notifications from Workplace? Click [HERE](#) to learn how to update your settings.**

Illinois [Self Help Room](#)

Illinois [State Website](#)

Illinois [Resource Guide](#)

[eXp Illinois Past Newsletters](#)

Is there training for an agent new to eXp?

YES!!! Schedule and Attend: **Live Agent Startup Session: eXp Tools & Resources!**

2 HOUR WORKSHOP!!!

- Hands-on guidance with setting up eXp tools like OKTA, Workplace, SkySlope, kvCORE, Canva, My eXp, and more! - Live Q&A with expert instructors ready to answer your questions. Use this link for daily sessions and sign up:

<https://eventscalendar.exprealty.com/#tabs-44410029853595-48251349958648>

For state specific training, our state **Orientation is held every Monday at 2pm in the Illinois Auditorium in eXp.World. Click [HERE](#) then head LEFT to the Illinois Auditorium door**
Wednesday's at 2pm is *Illinois Skyslope 101 (Submitting Deals and Getting Paid)*

Where are the State policy and procedures manuals as required by the IDFPR? Both the eXp Illinois & National PNP go hand in hand:

You can find the eXp Illinois State Policy and Procedure Manual here:

<https://us.exprealty.com/wp-content/uploads/2024/02/Illinois-PP-2.28.2024.pdf>

You can find the eXp National Policies and Procedure Manual here:

https://cdn.bfldr.com/BI7DUWTF/at/njfsrp2tpr49phsft5hcx7z/eXp_Realty_Policies_and_Procedures_FORM_vsn_USA_05092024.pdf

Marketing

Do I need advertising approval?

Yes! Please complete the Illinois Advertising Approval form/survey and approval **prior to printing or purchasing anything**. Use this link to complete the form:

<https://forms.gle/e84AJqKMM9fpneCFA>

Where can I find the eXp logos and brand standards/guidelines?

<https://join.exprealty.com/brand/>

Can I use an alias? *(For example, middle name or a nickname)*

Yes, as long as you register it with the IDFPR, more details here:

<https://drive.google.com/file/d/1FmFdlwBySPWvt3Dvi2wjcRzFs4lPnqqr/view>

How big does the eXp Realty Logo have to be on my advertising in Illinois?

The IDFPR's advertising rules DO require that the logo be present, to include the Brokerage Name. Any LOGO, emblem, label, trademarked image, or similar identification incorporating the Brokerage's (eXp Realty) name, is as large or larger than that of the team name or individual licensee name. The font size used for the letters in the Brokerage's name must be as large or larger than the letters used in the team name or individual licensee name. Team Names must not have misleading words in it like company, realty, properties, etc. Agents must at all times disclose they are a licensed broker with eXp Realty.

Does my License Number need to be Marketing or Business Cards in Illinois?

No, it does not.

Does my Team Name need to be registered with the State/IDFPR?

It does not. You must however always display the eXp logo and name in conjunction with your team name.

Transactions, Contracts & Forms (Oh, my!)

These issues are what your Transaction Team Analysts handle. Click [HERE](#) to be taken up to their contact information.

Where do I have my commission checks mailed to?

Regular Mail:

EXP Realty LLC
PO Box 850813
Minneapolis, MN 55485-0813

Overnight/FedEx:

Lockbox Services # 850813
EXP Realty LLC
1801 Parkview Drive 1st Floor
Shoreview, MN 55126

Where do I send documents that need the Broker's signature?

Please send via electronic signing service to il.sign@exprealty.net We do not manually sign forms.

How do I submit Earnest Money to eXp Illinois?

The primary way to submit EMD to eXp Illinois is via **DepositLink**, link found in your Passport. The Buyer is sent a link to ACH the funds into our Trust Account. eXp Illinois DOES NOT accept checks for Earnest Money.

What if the transaction Cancels and we need to return Earnest Money?

Have the Mutual Cancellation Agreement filled out and uploaded to Skyslope. Confirm initial purchase offer and earnest money check and receipt are in Skyslope as well. Mark file as "cancelled" in SS then alert Staff by sending a copy of the MCA to il.contracts@exprealty.net and request the EMD be released.

Who do I reach out to about my Commission Disbursement Authorization (CDA) and getting a Broker Commission Statement for my closing?

Skyslope is our Transaction Management Software. Your Commission breakdown will be emailed to the Title Company and/or Closing Agent 2-3 days before the closing date you have put in Skyslope. It will be based off your information placed in the "Commissions Tab" in Skyslope. It will be emailed to the Title/Closing Contact in the "Contacts Tab". Please make sure all of these tabs are correct and accurate to avoid errors. Email the Illinois TSS team for any urgent CDA's at il.transactions@exprealty.net

I need to send an Invoice to my Buyer for their commission, where can I find that form? I also want to send that to title to make sure they have my commission correct. Use this eXp Illinois Buyer Broker Invoice form:

<https://drive.google.com/file/d/1pgoMM1LPn4-UxTAKagCKkewhJKL15GLQ/view?usp=sharing>

If you need to reduce your commission on a transaction, please complete the "Commission Reduction Request Form" found in Skyslope forms and submit for Managing Broker approval, in many cases Title Companies or the other brokerage want to see the brokerage has approved it.

Where do I find contracts and forms?

Many will be in Skyslope FORMS, eXp, State and Local Forms are templated there, check out this 2 minute video on where to find this: https://youtu.be/CX2Z9j1ITRY?si=VigQjvGJTSU_OeMB
Or, local forms will be on your Board's Website, please contact your local board for more details.

Where do I find eXp Forms?

eXp forms are the company documents we have created - you will find them in Skyslope, our Transaction Management System. 2 minute video on how to find them:

https://youtu.be/CX2Z9j1ITRY?si=VigQjvGJTSU_OeMB

The following eXp National forms are housed in Skyslope Forms Platform:

- Wire Fraud Advisory
- Agent Owned Listing/Selling of Personal Property
- Affiliated Business Agreement Disclosure
- eXp W9
- E&O
- Commission Reduction Request form

eXp Illinois Forms (state specific) can also be found in Skyslope forms.

What required documents do I need to have in my files?

[Checklist for Residential Sale \(Listing & Sale\) - PDF 3.6.24.pdf](#)

I want access to SKYSLOPE for my TC (Transaction Coordinator) or Admin Assistant. How do I get that?

This can be set up for the cost of \$30 per month, please complete this form:

<https://share.hsforms.com/17miTUntmToWWpTfYUXI1nAd9wx1>

Can my commission be paid to my LLC or other Corporation?

Yes, please complete this form to set that up with eXp: <https://app.hellosign.com/s/9989c846>

Then email the Illinois Broker Team a copy of your Articles of Incorporation so they may register it with the IDFPR. Email to il.admin@exprealty.net

How can I change my Direct Deposit information?

If your bank info has changed and/or you are getting paid through a corporation now. After you complete the W-9 you will need to change your Direct Deposit to be paid into your Business Checking tied to the LLC, do so by completing this form: <https://app.hellosign.com/s/JkxzkBgs>

What does it mean to be a SINGLE CHECK state?

Single Check: *The commission is paid directly to the to eXp Realty and then the brokerage pays the agent via direct deposit. This is state specific and if you are not sure about your state - please check with your state broker team.*

I need access to the HUD website to place an offer on a property. What is our NAID and how to get access to their website?

HUD uses two-factor authentication and only your Illinois Broker Team can sign you up. Please email il.broker@exprealty.net requesting this be set up for you. **Our Illinois HUD NAID # is EXPRLT9449.**

Licensing

Please go to [IDFPR](#) for any state licensing questions you may have. Or reach out to our eXp Illinois Onboarding Staff at il.onboarding@exprealty.net

Where can I get my Continuing Education done for my license renewal?

eXp has a relationship with The CE Shop. For 30% off all classes, use discount code **EXP30** at this link: www.expil.theceshop.com

Does eXp Illinois have an Unlicensed Assistant Policy?

Yes, please see here:

<https://docs.google.com/document/d/1NZtzEL2mjHu5IJQVkfzH7mNXFceaNQomjzf4r2xLmA/edit?usp=sharing>

MLS/Associations

Where can I find the eXp Illinois Physical Branch addresses and their Corresponding State License numbers with the IDFPR?

Click here for a list of our offices:

https://docs.google.com/presentation/d/1Et6_6YP_BE-I1vk0Ua-70RkG87gClevcM1qub4u0e0I/e/dit?copiedFromTrash#slide=id.gf5ff9f740f_3_23

And the corresponding MLS offices codes registered with the Boards:

https://docs.google.com/spreadsheets/d/e/2PACX-1vQ387Vn7ZLkc_7s0g__HDK9_90Oz4enNLXTzBPLYI8--5pQlf5lnZQ3_2FsplwwZLD4HhQJ6pLN6qi-/pubhtml?gid=1070485364&single=true

Can agents use ANY registered branch office address in ILLINOIS for Contracts, Listing/buyer agreements, Business address for Marketing?

No, you can only use the address associated with your license registered with the IDFPR.

What MLS/Associations is eXp a part of in Illinois?

We are members of ALL Boards in the State of Illinois:

<https://www.illinoisrealtors.org/about/local-associations/>

Illinois Association of Realtors Legal Hotline

(217) 529-2600

LegalDepartment@illinoisrealtors.org

Onboarding


For anything not covered in this state-specific section, please see below.

US Agent Center Onboarding Website [HERE](#)

ALMOST everything you need to know about onboarding with eXp.

See below for state specific information and instructions

How do I transfer my license to eXp Illinois?

 DRE FAQs: How Real Estate Brokers Can Submit Requests to a New Sponsoring Broker

I just got licensed! What are my next steps?

JOIN EXP!!!! <https://join.exprealty.com/>

Who can I contact to check on my onboarding status?

Renee Jahnke, Administrative Support Analyst il.onboarding@exprealty.net

Are there any state-specific resources for an onboarding agent?

Yes, check out the eXp Illinois Onboarding Checklist for eXp Sponsors and New Agents:

https://docs.google.com/presentation/d/1UUrCS1YiVV-eYQdMpyTHSc_HZthDiJpd78g7ZKqbCyk/edit#slide=id.g5d9d50d2cd_0_9

Offboarding

****Agents must provide notice in writing of their intention to offboard with eXp or agent billing may, and likely will, continue for a limited period of time following agent's offboard date. Please see eXp realty Independent Contract Agreement (Page 3, Section 6)**

If you only need to stop paying your MLS/Board/Association Dues and want to stay with eXp, you can join our "Referral Division"/Holding Company.

- Not Selling Real Estate right now!?
- Don't want to pay the MLS dues!?
- Want to get paid when you refer deals to Agents?
- Want to keep your Revenue Share!?
- Want to still Attract Agents to eXp?!
- \$50 per month
- Cancel your MLS/Association Membership
- Keep Access to eXp World & Work Place
- Get paid on referrals to other Agents.

What is the eXp Referral Division?

The eXp Referral Division provides agents the opportunity to keep their active real estate license with a broker while they take a break from the day-to-day activities of traditional real estate. Agents may refer potential clients to other agents for a fee or percentage of the earned commission.

Want to learn more or start the process? Come into the IL Broker Room to speak with someone or email il.admin@exprealty.net

Who do I notify if I intend to leave eXp?

- Send an email to il.broker@exprealty.net with your name, and official offboard date. Your state team will reach out via email with an Exit Survey that will need to be completed in order for the offboard process to be finalized.

State Agent Advisory Council

What is the State Agent Advisory Council (SAAC)?

Being heard and having a voice in a company is a valuable asset. With eXp Realty's commitment to being the most agent-centric real estate company in the world, it has an Agent Advisory Council (AAC), which was installed in 2019 to provide eXp's agents with a direct liaison with eXp's leadership team.

The Agent Advisory Council serves as a conduit of communication in support of the agent voice and overarching company initiatives.

Who is on the Illinois State AAC?

Kati Spaniak, Chair

Payton Blaylock

Jarek Jastrebski

Violet Saucedo

Will Thompkins

You can find our State AAC members in Workplace to contact them direct.

Where can I find more information on this program?

State /Province Agent Advisory Council Overview [HERE](#)

State/Province AAC Agent FAQ [HERE](#)

For anything not covered in this state-specific section, please go to our [National Training classes](#) or see below.

eXp's Transaction Quick Reference Guide [HERE](#)

The Transaction Quick Reference Guide is...

National Questions & Resources

For anything not covered in our State-Specific FAQ, please see below.

The US Agent Center [HERE](#)

Step into the US Agent Center, where all Agent essential tools and information are just a click away.

eXp Realty FAQ [HERE](#)

Get answers to eXp's most frequently asked questions.