NORTHERN CALIFORNIA AGENT FAQ

Your guide to everything eXp CA!*

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.

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 > California Broker Room.

Or use the direct link (**HERE**) to bypass the welcome area!

Who is my Broker and how do I contact them?

Broker Team

EXP Realty of Northern California, Inc. DRE#02188495 exp. 5/12/2026

Designated Managing Broker: Ryan Rosas - Personal DRE#01951343

Email: ca.north@exprealty.net

Phone: 888-832-7179

Exp.World: M-F 9am-4pm PST CA Broker Room

Broker on Call - There is always a Broker on call each weekend and their information can be found in our weekly CA Newsletter which is sent out each Friday to your exp.com email address.

Our corporation name is EXP Realty of Northern California, Inc. If you use it, do not abbreviate California and do not forget Inc.

Our approved DBA's are - eXp Realty, eXp Realty Nor Cal, eXp Realty NorCal, eXp Realty Northern CA, eXp Realty Northern California, eXp Realty of Nor Cal, eXp Realty of NorCal, eXp Realty of Northern California. Any one of these is compliant.

Our mailing address is - 915 Highland Pointe Dr., Ste. 250 Roseville, CA 95678.

Our main address is - 915 Highland Pointe Dr., Ste. 250 Roseville, CA 95678.

Our DRE# is -02188495 exp. 7/5/2027

Our Tax ID number is - 88-1315839.

Our NAID is - XPRLTY5839.

Our NRDS is - 192070171.

Where do I have my commission checks mailed to?

Lockbox addresses for checks as of Dec. 15, 2019 - In order to expedite commission payments, the mailing address on Commission Instructions and Referral Fee Agreements must be our lockbox address. Depending on whether or not the check will be mailed via regular mail or overnight, use one of the following addresses, as applicable.

If sent Overnight/Fedex - Lockbox Services 847303 Attn: eXp Realty of Northern California Inc., 3440 Flair Drive, El Monte, Ca. 91731

If sent regular mail- eXp Realty of Northern California Inc., PO Box 847303, Los Angeles, Ca. 90084-7303

If the correct address is not used on these documents, they will be returned, unsigned so you can make the needed correction and resend for signature.

No address other than our Roseville address may be used for your marketing materials, websites, social media, etc... unless you have an approved Branch Office with a Branch Manager and both appear under our eXp license on the DRE site.

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

On any given day, the California Broker room staff receives hundreds of emails from eXp Realty agents requesting Broker Signatures on a variety of forms**. Authorization to sign these documents is limited to Ryan Rosas, the California Designated Managing Broker (DMB) and the CA Managing Brokers.** eXp Realty Agents, Broker Associates and/or Branch Managers are not authorized signatories in lieu of the DMB and MB's.

Everything must be sent for Ryan Rosas's signature using an online digital signature (e-sign) program. If you are looking for a FREE e-sign program, use Digital Ink in Zipforms on CAR.org. **Forms submitted for signature must be completed fully and properly or they will be returned without signature. Do not send documents as a pdf attachment, they will be returned without signature.**

The following documents/forms are to be filled out and prepared for Ryan Rosas's signature.
ca.north@exprealty.net

The documents/forms include but are not limited to: They are to be emailed using an e-sign program and sent to:

- Commission Instructions (including amendments)
- Commission Disbursement Authorizations
- Corporate Relocation Referrals and Master Agreements
- Cancellation of Listing*** (COL - see additional details below)
- Cooperating Broker Compensation Agreement (CBC)
- IDX Registration
- MLS/Association of REALTORS transfer forms and joining applications
- Referral Fee Agreement (RFA)
- Seller Instruction to Exclude Listing from MLS (SELM)
- Other misc. CAR forms requiring broker signature
- Commission Advance Applications

These forms represent the bulk of signature requests we receive.

******NOTE: All COL forms MUST include the name of the Association of REALTORS, the MLS phone number and the property MLS number somewhere at the top of the form in the white area (even if you have to hand write it in). Without this information, we cannot cancel the listing for you in the MLS and will assume that you have access to do this on your own.***

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The eXp Realty DRE# is02188495. Ryan Rosas's personal DRE# is 01951343. Only use the personal DRE number if one is required next to the Broker signature line.

ICA's and Mentor Agreements: These are signed by Ryan Rosas and come from Onboarding and eXpand.

DRE Forms are special, so follow the directions below: Applying for, renewing and transferring your license should be done online at the DRE website under their "e-licensing" section. Once you have entered all your info and the broker info, we will be notified to certify you with the DRE which completes the affiliation with eXp. Do not send forms for signature for these above actions!

For any other DRE forms, please sign via DocuSign and then send to ca.north@exprealty.net for the broker to DocuSign. DocuSign is the DRE preferred e-signature platform. If you do not have a subscription, please go to docusign.com and access their free trial. Keep in mind that the DRE will not accept "mixed" signatures. When sending a document for broker e-signatures, if the form also requires the agent signature, Docusign must also be used for the agent signature.

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

Administrative Support Analysts

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

Email: ca.north@exprealty.net
Phone: 888-832-7179

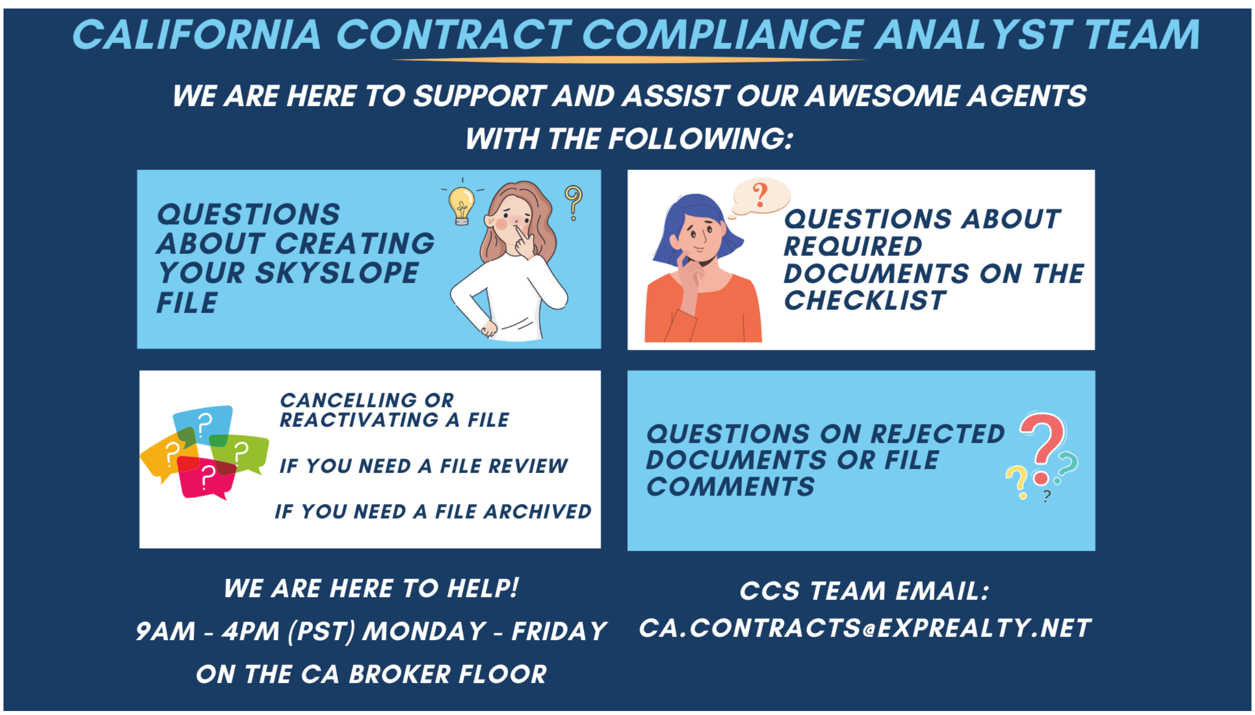
Exp.World: M-F 9am-4pm PST [CA Broker Room]

What we can do for you:

- Check & Assist with Onboarding Status
- Assist with License Transfer Instructions
- Assist with License Renewal Instructions
- Adding agents to the Weekly Newsletter
- Association of Realtors/MLS Information and Compliance
- Branch Office information and application processing
- Regional CA Brokerage Agent Transfers (Ex. Exp of CA to Exp of Northern CA)
- Referral Program Information and Transfers
- Offboarding
- And More!

Contract Compliance Analysts

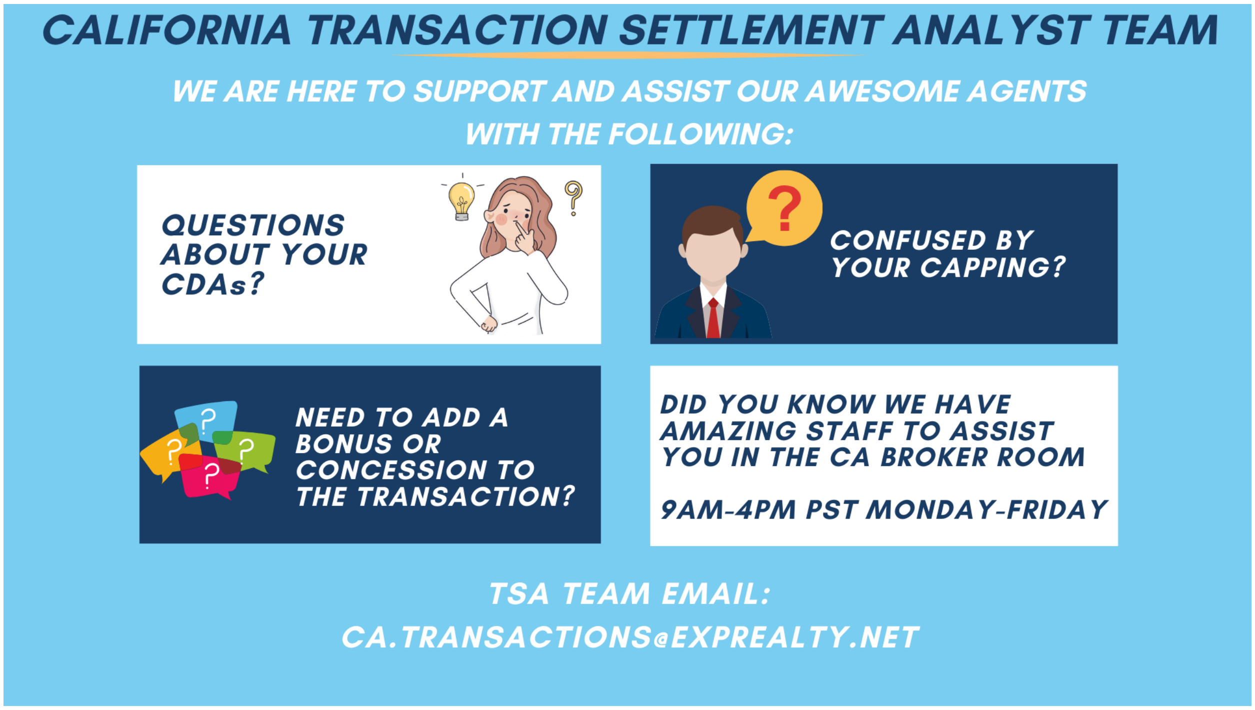
Our Contract Compliance Analysts (CCA) review your files in Skyslope and make sure that the required documents are submitted in a timely manner for each transaction. They will let you know if you are missing something or if something is incorrect.



Email: ca.contracts@exprealty.net
Phone: 888-832-7179
Exp.World: M-F 9am-4pm PST [CA Broker Room]

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!



Email: ca.transactions@exprealty.net
Phone: 888-832-7179
Exp.World: M-F 9am-4pm PST CA Broker Room

Expert Care Concierge

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.

Phone: (833)303-0610
Email: ExpertCare@exprealty.net
eXp.World: https://exp.world/expertcare
Assistance in multiple languages available!

State Resources, Trainings, and Classes

When are the state meetings and trainings?

Click **HERE** to find our next state meeting or training. They will be listed in the right hand column of the calendar.

State Meetings - Held in our California State Auditorium **HERE** every 1st and 3rd Tuesday at 9am PST.

State Trainings - Held in our California State Auditorium **HERE** every 2nd and 4th Tuesday at 9am PST.

CA Resource Class (State Orientation) - Held in our California State Auditorium **HERE** every Tuesday at 10am PST.

This class is not just for newly licensed agents, but for agents who are new to eXp so if you have recently onboarded, make sure to add this to your calendar. Our Managing Brokers will be covering all of the essentials for having a successful start at our brokerage!

CA Contracts Class - Held in our California State Auditorium **HERE** every Wednesday 9:30am - 11am PST.

These classes are open to all and both new and seasoned agents are encouraged to attend. Information regarding items to be covered for the session are posted Tuesdays on Workplace on each of the California Groups. Agents need to go to CAR.org ahead of class to pull up or print the items that will be covered so they can follow along and take notes

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:
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.

- https://exprealty.workplace.com/groups/425721059729624

Getting a TON of notifications from Workplace? Click HERE to learn how to update your settings.

California Self Help Room: https://exp.world/cabrokerroom#conference-1
California State Website: Exp of Northern CA Website
California Resource Guide: eXp Realty of Northern California - Helpful Handouts
eXp California Past Newsletters: Newsletter Links CA North

Is there training for an agent new to eXp?

Yes, there is! eXp has a National Training that covers everything from transaction management to getting paid. Get the schedule **HERE**! These classes cover everything an agent needs to know to get started. You can find the National Training Auditorium **HERE**. You can also access on demand National Training through the My eXp app on the Getting Started tab.

Click **HERE** to find the next class. *También los tenemos en español!*

For state specific training our CA Resource Class (State Orientation) is held in our California State Auditorium **HERE**. This class is not just for newly licensed agents, but for agents who are new to eXp so if you have recently onboarded, make sure to add this to your calendar. Our Managing Brokers will be covering all of the essentials for having a successful start at our brokerage!

What are the state policies and procedures?

View our California Policies and Procedures HERE

Licensing

Please go to California Department of Real Estate for any state licensing questions you may have.

Marketing

Do I need advertising approval?

Yes! Please send all advertising and marketing materials for approval ***prior to printing*** to ca.north@exprealty.net **AND** marketing@exprealty.net

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

Real Estate Advertising Guidelines
Check out our Marketing & Compliance Resources for more information.
Questions? Email: ca.north@exprealty.net or visit us in the CA Broker Room

MLS/Associations

What MLS/Associations is eXp a part of in Northern California?

- Bakersfield Association of REALTORS
- BAREIS MLS®
- Bay East MLS
- Bay East Association of REALTORS®
- California Regional Multiple Listing Service (CRMLS)
- Coastal Mendocino Association of REALTORS®
- Delta Association of Realtor/Bridge MLS
- Fresno AOR
- Humboldt Association of REALTORS® | HAR
- King County Board of Realtors
- Lake County Association of REALTORS®
- Lassen AOR
- Lodi Association of Realtors
- Merced County Multiple Listing Service

- Monterey County Association of REALTORS®
- NAR National Association of REALTORS
- Nevada County AOR
- Oroville Association of Realtors/CRMLS
- Pismo Coast Association of REALTORS®
- Placer County AOR (PRIMARY) / METROlist
- PlumasMLS
- San Francisco Association of REALTORS®
- San Mateo County AOR/MLSListings (SAMCAR)
- Shasta AOR/Flex MLS
- Sierra North Valley REALTORS® and CRMLS
- Silicon Valley Association of REALTORS SILVAR
- Siskiyou Association of REALTORS®
- South Tahoe Association of REALTORS®
- Tahoe Sierra Board of REALTORS®
- Tehama County Association of REALTORS®.
- The Bridge AOR / MLS
- Tulare County Multiple Listing Service (TCMLS)
- Tuolumne County Association of REALTORS®.
- Yolo County Association of REALTORS

C.A.R. Legal Hotline

(213) 739-8282

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)*

Who do I notify if I intend to leave eXp?

- Send an email to ca.north@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.

Onboarding

How do I transfer my license to eXp Northern California?

eXp Realty of Northern CA License Transfer Instructions.pdf

I just got licensed! What are my next steps?

1. Create your e-licensing account on the CA DRE. Instructions HERE
2. Fill out our Joinapp Application to onboard with eXp Realty HERE
3. Check your email! Our onboarding team will process your application and reach out with any revisions needed and further instructions.

Questions? Email us at ca.north@exprealty.net

Who can I contact to check on my onboarding status?

The ASA team can assist you with checking on your onboarding status and escalate as needed. Reach out via email ca.north@exprealty.net or visit us in the CA Broker Room Monday - Friday 9am - 4pm PST

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

Transferring transactions/listings to EXP Realty of Northern California, Inc. - If you have listings with another brokerage, there are no current offers, or the listings are not in escrow, in order to transfer them to our brokerage, you must add a new AD, PRBS, MT and our eXp Affiliated Business Agreement form.

If you have a property that went into escrow at another brokerage and that brokerage is willing to allow you to transfer the transaction to eXp Realty, this will require a new AD, PRBS, AC, the former brokerage transfer agreement and if you represent the buyer side, the TBA to terminate buyer representation with the former brokerage. If representing the listing side, add the MLS Transfer form if applicable.

No matter which side you represent, if you do not have a broker's license, you may not continue to work on those listings or transactions once your license transfers to eXp Realty. If you have a broker license, your license can hang with multiple brokerages at once. This will allow you to finish out transactions currently in escrow with another brokerage while putting all new business through our brokerage. If you have a sales license, either finish out your escrows at the other brokerage prior to joining ours, work out a deal to have someone at that brokerage finish those transactions out for you or have your former brokerage provide the proper authorization to transfer paperwork.

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.

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 California AAC?

Where can I find more information on this program?

State /Province Agent Advisory Council Overview HERE
State/Province AAC Agent FAQ HERE

Transactions, Contracts & Forms (Oh, my!)

Who do I reach out to about my Commission Disbursement Authorization (CDA)?

The Brokers do not order/create/amend commission demands. This is what your Transaction Team Analysts handle. Click **HERE** to be taken up to their contact information. Please make sure to upload your transaction paperwork in a timely manner - **within 2 days after all required parties sign**, so we can get your files reviewed and approved.

Where do I find contracts and forms?

Log in to your SkySlope account
-Find APPS in the right upper corner
-Click Forms in the dropdown

-Find Browse Libraries at top
-Click the dropdown under ALL Libraries to find eXp CA Broker Library
Here you will find eXp Realty Forms: CA Affiliated Business Disclosure, Property Management Disclosure, Personal Interest Disclosure.

CA region specific forms can be found HERE

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. Skyslope Forms> Browse Library> All Libraries> eXp Realty USA- Broker Library

The following eXp forms are housed in Skyslope:

- Wire Fraud Advisory
- Agent Owned Listing/Selling of Personal Property
- Associated Business Agreement
- Lead Based Paint Disclosure
- eXp W9
- E&O

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

Questions? Reach out to your Contract Compliance Analysts. Click **HERE** to be taken up to their contact information.

Transactions (3/23)	
Standard Transaction	https://drive.google.com/file/d/1dyWIR1Xn_Cq1gMRc2qgYe6nxj_6FrCKn/view?usp=drive_link
Short sale	https://drive.google.com/file/d/1wZVcq2vAKViOE7RKL3wRB-Soy3Dhd8j2/view?usp=drive_link
Res Lease	https://drive.google.com/file/d/1pIFKdb25jBbp-eqzbiY-oGjsmUKRXAOQ/view?usp=drive_link
REO/HUD	https://drive.google.com/file/d/1QM-Lto7IeMzuOwXuBeDI6cWhheSkhXiU/view?usp=drive_link
Probate	https://drive.google.com/file/d/1IPcQ5LnQuco_cVaaHcwTDs3peCZM4ZHr/view?usp=drive_link
Referral	https://drive.google.com/file/d/18St82NNq3HJyEKgfgTzD8n- PI7wCOn/view?usp=drive_link
NC Referral	https://drive.google.com/file/d/1VQLqZmmr2b08PhITfrST_I5cipoUdc2K/view?usp=drive_link

New Construction	https://drive.google.com/file/d/1hxQSgCwJry-xbHamAAQi7X8Et7iAOVFe/view?usp=drive_link
Manufactured	https://drive.google.com/file/d/1PArWbfMkOwWmRaU2QIVShFvDgpko3jlY/view?usp=drive_link
Lot/Land	https://drive.google.com/file/d/1TfvdWvro9JUzFYl2XQouCK0CQ1p4D5aU/view?usp=drive_link
Commercial Purchase	https://drive.google.com/file/d/1D1ssgvNI5Isa1bwUaFyz7FTGcSAMngCM/view?usp=drive_link
Comm Lease	https://drive.google.com/file/d/1S3abQdjKcQv4GVFbDiKkeruCkbV5XfVZ/view?usp=drive_link
Listings (3/23)	
Residential	https://drive.google.com/file/d/1Ozo1H7p7UP6ZONce6y1PN_j0SOaAZRB5/view?usp=drive_link
Manufactured	https://drive.google.com/file/d/1TSV9hpKJFOsxfTU8hikl31--Q61ZuvVV/view?usp=drive_link
Lot/Land	https://drive.google.com/file/d/1kFMQL3aOb5m48BUaIAWjhWmMdHYXeKh8/view?usp=drive_link
Lease	https://drive.google.com/file/d/1YIPbw5WKbFJ62yBf0VwwlWWGwRXDEENw/view?usp=drive_link
Commercial Sale	https://drive.google.com/file/d/1oEkKQzjGNl7L3tGFp0G37vxxYV9J5Rqk/view?usp=drive_link
Commercial Lease	https://drive.google.com/file/d/1gXVuJ7WvLgQQgHtxmZ-KsNb3wjkTPRRn/view?usp=drive_link
Express Offers	https://drive.google.com/file/d/19EcrgQZRzeHWIEdJlrmwD-aZff1-IDCJ/view?usp=drive_link

Where do I send rejected offers?

Rejected Offers - When you represent the buyer and the offer is not accepted, please send the pdf scan of that rejected/unaccepted/withdrawn offer to ca.rejectedoffers@exprealty.net. We must keep those offers for a minimum of 3 years. If you represent the listing side, upload rejected/unaccepted/withdrawn offers on the Rejected Offers line in your Skyslope file.

Can my commission be paid to my LLC?

Yes they can be paid in any LLC or Corporation that you wish. Please be sure to fill out your W9 with the correct information. If you would like to update it, you can use this link: https://app.hellosign.com/s/9989c846

What does it mean to be a (SINGLE CHECK/SPLIT 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.*

Please note: A Single CDA will be sent if the you are getting a commission advance, have a Broker hold or Advertising compliance hold etc. You can also request a Single CDA on your Skyslope file if you would like to be paid by eXp.

Split Check: *The title company can pay the agent directly. The closing company will create 2 checks, one for eXp and one for the agent or agents involved. Once the transaction has closed the title company or closing attorney will provide you with your commission check. This is state specific and if you are not sure about your state - please check with your state broker team.*

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.