



ARIZONA AGENT FAQ

Your guide to everything eXp AZ!*

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 > (STATE) Broker Room.

Or use the direct link [HERE](#) to bypass the welcome area!

****IMPORTANT: DO NOT leave the web page if you are in queue to speak to someone, this will remove you from the waitlist.**

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

Broker Team

Your Arizona Broker Team



Cathy Swann
Designated Broker



Marcie Teague
Managing Broker



Lacey Jagger
Managing Broker



Ginger Zilk
Managing Broker



Shannon Wellman
Managing Broker

480-378-3555 Option 3
az.broker@exprealty.net

Broker License Number: LC634213000

Designated Broker Cathy Swann License #: BR504137000

HUD NAID# : BYRTRS9429

Main Office: 16165 N. 83rd Ave #200 Peoria, AZ 85382

Cathy Swann: Fuze 480-478-1375

Marcie Teague: Fuze 602-714-3277

Lacey Jagger: Fuze 602-313-6897
Ginger Zilk: Fuze 480-534-2760
Shannon Wellman: 602-613-9256

Administrative Support Analysts

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

Administrative Support Analyst (ASA)

az.admin@exprealty.net

AriZona



KATIE HARMELINK



GINA CLIFTON



AMBER MCCLUNG

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.

Contract Compliance Analysts



Robyn Nuth



Jennifer Gilbert



Kendra Russell



Maria Cook



Kristi Mendez

az.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!

Transaction Concierge: 855-966-1397

AZ.transactions@exprealty.net

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.

Nadz Zakaria

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?

Click [HERE](#) to find our next state training. They will be listed in the right hand column of the calendar.

Where can I find past state meetings and trainings?

[AZ VIDEO LIBRARY HERE](#)

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.

- [AZ State Group](#)
- [Arizona Referral Network](#)
- [eXp Realty Announcements](#)
- [Arizona Open House Sharing](#)
- [Arizona Coming Soon/ New Listings](#)

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

Arizona Self Help Room: [SELF HELP ROOM](#)

Arizona State Website: [Arizona State Website](#)

eXp Arizona Past Newsletters: [PAST STATE NEWSLETTERS](#)

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 state Orientation is held [eXp.world/azbrokerroom](#) - National Training Auditorium

What are the state policies and procedures?

[AZ Policies and Procedures](#)

Licensing

Please go to the [Arizona 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 az.broker@exprealty.net
[eXp Brand Guidelines](#)

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

[Change of Personal Information Form \(LI-235\)](#)

MLS/Associations

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

[List of MLS/Associations](#)

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 az.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.

Onboarding

How do I transfer my license to eXp Arizona?

Transferring your license to eXp:

- 1) Log into the Arizona Department of Real Estate at www.azre.gov
- 2) Choose Add or Change my Employer
 - a) Our Main office is Peoria LC634213000
 - b) If you live in Northern Arizona: LC634213000
 - c) If you live in Scottsdale: LC634213007
 - d) If you live in the East Valley: LC634213019
 - e) If you live in Southern Arizona: LC634213047
 - f) If you are joining a team, please reach out to your team leader for office information

Once your license transfer is complete, you will be converted to active in our system and will receive your eXp tools and logins via email.

I just got licensed! What are my next steps?

- [Join eXp Realty](#)
- [AZ Welcome Letter](#)
- [Top 10 things a new agent should do right now.](#)

Who can I contact to check on my onboarding status?

az.admin@exprealty.net

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

[Onboarding Guide](#)

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 Arizona AAC?

ARIZONA
WE ARE HERE TO HELP!

SUZANNE FUQUA
DERRICK COATES
BRANDON THOMPSON
DIANA FENNIE
JAMES ADAMS
CELESTE MCIVOR
CHAIR
YANA MILLER
VICE CHAIR
JAMES WILSON

REACH OUT TO US WITH ANY QUESTIONS

exp | AGENT ADVISORY COUNCIL

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!)

Where do I have my commission checks mailed to?

Sales checks are to be sent per the D.A.

For Referral Checks:

16165 N. 83rd Ave. Suite 200
Peoria, AZ 85382

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

Please send via electronic signature program to az.broker@exprealty.net

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

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

Where do I find contracts and forms?

Arizona has state forms, local MLS forms and eXp has company forms. You will find the Arizona State forms and local MLS forms in the TransactionDesk forms library.

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
- Affiliated Business Arrangement (ABA)
- Lead Based Paint Disclosure
- eXp W9
- E&O

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

Here is a handy list of documents that are required on each type of transaction.

[Arizona Required Documents CheckList.](#)

Where do I send rejected offers?

AZ.contracts@exprealty.net

arizonaoffice@expskyslope.com

Can my commission be paid to my LLC?

Commission can be paid to PLLC as long as the agent is licensed that way with ADRE.

What does it mean to be a split check state?

Split Check: *The title company or closing attorney 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.

