



# MASSACHUSETTS AGENT FAQ

Your guide to everything eXp MA!\*

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 > Massachusetts Broker Room.

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

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

#### Broker Team

**Meet your Massachusetts Team!**

				
Jane Q Stefanini, DMB	Luis Garcia, MB Commercial DMB	Christine Carter, MB	Deb Watson, ASA	Jeorgy Jaladi, ASA
			<a href="mailto:ma.broker@exprealty.net">ma.broker@exprealty.net</a>	
Lori Payson Compliance	Jessica Smith Trust Accountant	William Swander Transaction Settlement-Lead	<a href="mailto:ma.contracts@exprealty.net">ma.contracts@exprealty.net</a>	
			<a href="mailto:ma.escrow@exprealty.net">ma.escrow@exprealty.net</a>	
			<a href="mailto:ma.transactions@exprealty.net">ma.transactions@exprealty.net</a>	
			<a href="mailto:ma.teamtransactions@exprealty.net">ma.teamtransactions@exprealty.net</a>	

Designated Managing Broker - Realty (DMB)

[Jane Q Stefanini](#)

[ma.broker@exprealty.net](mailto:ma.broker@exprealty.net)

360-334-6241

RE license number 9522017

Managing Broker - Realty (MB)

Commercial Broker - DMB

[Luis Garcia](#)

617-275-7399

[ma.broker@exprealty.net](mailto:ma.broker@exprealty.net)

Managing Broker - Realty (MB)

[Christine Carter](#)

617-830-2024

[ma.broker@exprealty.net](mailto:ma.broker@exprealty.net)

Admin Support Coordinator (ASA)

Deb Watson 360-768-2166

[Jeorgy Jalaidi](#) 360-859-4908

[ma.onboarding@exprealty.net](mailto:ma.onboarding@exprealty.net)

Contract Compliance Analysts (CCA)

Lori Payson

[MA.Contracts@exprealty.net](mailto:MA.Contracts@exprealty.net)

Transaction Settlement Analysts (TSA)

[MA.Transactions@exprealty.net](mailto:MA.Transactions@exprealty.net)

Transaction Settlement Analysts Team (TSA Team)

[MA.TeamTransactions@exprealty.net](mailto:MA.TeamTransactions@exprealty.net)

Escrow/Trust Accountant

Jessica Smith

Email:[ma.escrow@exprealty.net](mailto:ma.escrow@exprealty.net)

(BROKER LICENSE NUMBER - 8669

HUD/NAID NUMBER - EXPRLT944,

MAIN OFFICE ADDRESS - 361 Newbury Street, 5th Floor, Boston, MA 02115

MAIN MA BROKER NUMBER - 888-854-7493)

## **Administrative Support Analysts**

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

Deb Watson 360-768-2166

Jeorgy Jalaidi 360-859-4908

[ma.onboarding@exprealty.net](mailto:ma.onboarding@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.

Lori Payson

[MA.Contracts@exprealty.net](mailto:MA.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 Settlement Analysts (TSA)

[MA.Transactions@exprealty.net](mailto:MA.Transactions@exprealty.net)

Transaction Settlement Analysts Team (TSA Team)

[MA.TeamTransactions@exprealty.net](mailto:MA.TeamTransactions@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.

MA.ExpertCare@eXpRealty.net

**Phone:** (833)303-0610

**Email:** [ExpertCare@exprealty.net](mailto: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?

[https://exprealty.workplace.com/groups/1498631443771755/learning\\_content](https://exprealty.workplace.com/groups/1498631443771755/learning_content)

## 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.

- ([Massachusetts State WorkPlace Group](#))
- ([Massachusetts Agent Advisory Council WorkPlace Group](#))

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

(MA) Self Help Room: ([MA Self Help Room](#))

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

(MA) Resource Guide: ([MA Video Resource Library](#))

eXp (MA) Past Newsletters: ([MA Past 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 ([MA Conference Hall](#))

## What are the state policies and procedures?

([Massachusetts State Policy and Procedures](#))

## Licensing

Please go to ([Massachusetts State Licensing Web Page](#)) 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 (MA).broker@exprealty.net **AND**

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

*Per MA Legal Council directly:*

*We don't have any specific Massachusetts rules on aliases or nicknames, per se, just our standard rules that address advertising. The Commonwealth issues the license itself in the agent's legal name, so if they are working under a nickname, or a name other than what is on their license, I'd suggest either including a license number or their legal name on the advertisement. For example, you could have it say "Jenifer 'Jeni' Smith" or "Jeni Smith, MA License #xxxxxx" because then the consumer knows precisely who they are working with.*

## MLS/Associations

### What MLS/Associations is eXp a part of in (Massachusetts)?

(MLS PIN - Multiple Listing Service Property Information Network <https://www.mlspin.com/>)

Cape Cod & Island MLS <https://cciaor.com/>

LINK MLS <https://www.mylinkmls.com/>

Berkshire Realtors & MLS, Inc <https://berkshirerealtors.net/mls-membership/>)

### **(MAR Massachusetts Association of Realtors) Legal Hotline**

(1-800-370-LEGAL (5432) or by sending email to [legalhotline@marealtor.com](mailto:legalhotline@marealtor.com))

## 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 (MA).broker@exprealty.net with your name, and official offboard date.
- Send a Workplace chat to your State Broker or ASA with your email, 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 (STATE)?

(Agent does NOT do this themselves, we do it during Onboarding Process)

### I just got licensed! What are my next steps?

(There is no guide! Agent will apply via the Join App and the onboarding procedure will be followed or if agent is already a member in another state and getting MA as a reciprocal, they just email [MA.Broker@eXpRealty.net](mailto:MA.Broker@eXpRealty.net) and let us know that they have their MA license and would like to add to their Enterprise Account.)

### Who can I contact to check on my onboarding status?

Deb Watson 360-768-2166

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

(There is no Guide

We get agents into Join App or email to [MA.Broker@eXpRealty.Net](mailto:MA.Broker@eXpRealty.Net) (if reciprocal agent) and then we send out our Next Steps email

Once we receive back the information requested via the Google Form, we then process the agent's paperwork by submitting to appropriate parties (i.e. board and MLS) The agent is put through License Transfer

We notify our state integration team of the license transfer

Agent will receive an onboarding credential email from eXp

Agent will receive one final email (from MA Broker Team) FINAL ONBOARDING STEPS FOR MA and in there, depending up on what is needed, the agent will follow the 4-5 steps to get themselves started)

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***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 (STATE) AAC?**

#### **2023-2024 Team**

Karly Graham - Chair

Joe Turco - Vice Chair

Doug Danzey - 2 year member

Christine Chau - 2 year member

Jim Coady - 2 year member

Marie Cashman - 1 year member

Jeffrey Chubb - 1 year member

Sally Koss - 1 year member

Submission time for 2024-2025 AAC board will begin in March of 2024.

New AAC committee will be chosen in May 2024.

### **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?

#### (COMMISSION MAILING ADDRESS)

eXp Realty LLC  
PO Box 787962  
Philadelphia, PA 19178-7962

#### OVERNIGHT ADDRESS: eXp Realty LLC

Lockbox #787962  
2005 Market Street, 5th Floor  
Philadelphia, PA 19103-7042

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

Please send via electronic signature program to (MA).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?

- You will find all the forms and contracts that are needed for Listing, Buyer, Rental, Referral in your **SkySlope FORMS** by logging into **Skyslope.com** and using your **eXp credentials** to log in.
  - If it is your first time logging into Skyslope, you will do a Forgot Password and reset your password that way (They should send you a Welcome email when you first join eXp but a lot of the time the email is lost.
- You can also find the printable version of the MAR documents that are required by transaction on the MA State Group WorkPlace Page by clicking [Forms & Required Docs Cheat Sheet](#) to be taken directly there. It is also found on the first pinned post under **see more**
- You can also find MAR documentation at <https://www.marealtor.com/>
- You can also find MAR documentation on MLSPIN > Tools > REMINE after logging in. You will need to enter your NRDS# to gain access.)

## 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?

## Can my commission be paid to my LLC?

(Yes, if the agent is a broker and the principal of the LLC)

## 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.*

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***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.