



# MISSISSIPPI AGENT FAQ

Your guide to everything eXp MS!\*

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.

## Mississippi Information & Contacts

### How do I find the Mississippi Broker Room?

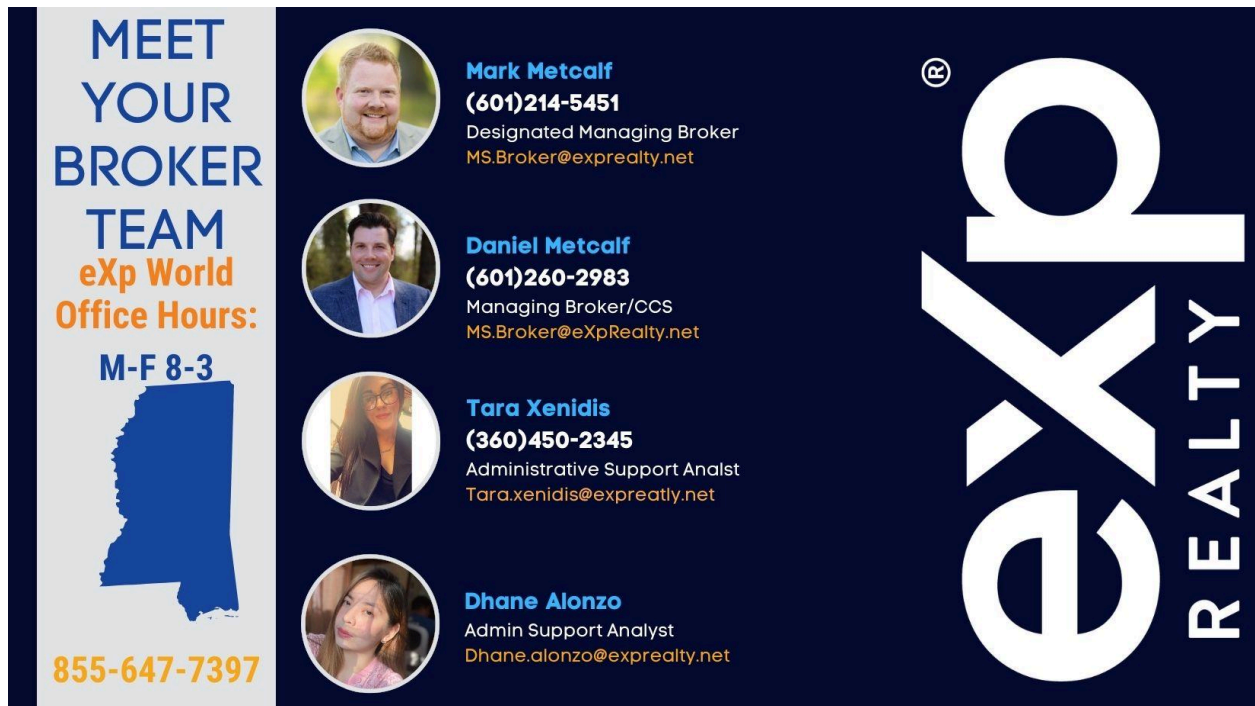
Our Mississippi Broker Room is located in exp.World, click [HERE](#). Simply click on the GO TO menu in the top left of the screen. Then click US Broker Rooms > (Mississippi) Broker Room.

Or use the direct link to [Mississippi](#) 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 Mississippi team and how do I contact them?

#### Broker Team



The graphic features a dark blue background with white and orange text. On the left, it says 'MEET YOUR BROKER TEAM' in white, followed by 'eXp World Office Hours: M-F 8-3' in orange and white. Below this is a white outline of the state of Mississippi and the phone number '855-647-7397' in orange. On the right, there are four circular headshots of team members, each with their name, phone number, title, and email address in white text. The 'eXp REALTY' logo is prominently displayed on the right side in white.

**MEET YOUR BROKER TEAM**  
eXp World  
Office Hours:  
M-F 8-3  
855-647-7397

**Mark Metcalf**  
(601)214-5451  
Designated Managing Broker  
MS.Broker@exprealty.net

**Daniel Metcalf**  
(601)260-2983  
Managing Broker/CCS  
MS.Broker@eXpRealty.net

**Tara Xenidis**  
(360)450-2345  
Administrative Support Analyst  
Tara.xenidis@expreatly.net

**Dhane Alonzo**  
Admin Support Analyst  
Dhane.alonzo@exprealty.net

**eXp REALTY**

## Important Information

HUD NAID: XPRLTY9442

eXp Federal EIN: 20-8369429

Office Phone (Ridgeland): 601-455-0101

Office Phone (Branch Offices): 855-647-7397

Mark Metcalf License Number - B-21616

### Mississippi Policies and Procedures Addendum

#### Administrative Support Analysts

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



Tara Xenidis  
Administrative Support Analyst  
Tara.xenidis@exprealty.net

Dhane Alonzo  
Administrative Support Analyst  
dhane.alonzo@exprealty.net



Missed us inside the World? Reach out via Workplace chat/email for the quickest responses!

## **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.



Daniel Metcalf  
Contract Compliance Specialist  
601-260-2983  
daniel.metcalf@exprealty.net



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Workplace chat/email for the quickest responses!

## **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!



Jenna Normand

360.485.0161

Jenna.normand@exprealty.net



Missed us inside the World? Reach out via  
Workplace chat/email for the quickest responses!

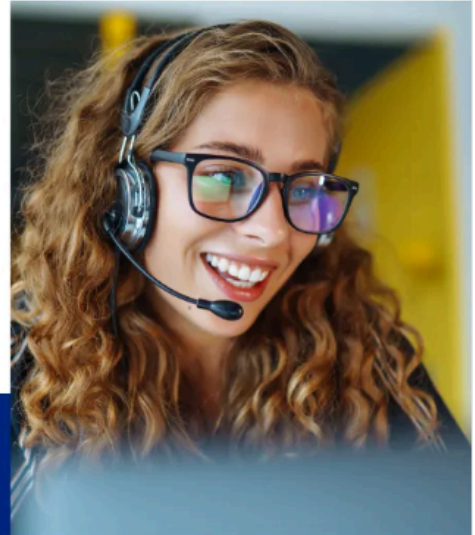
### **Expert Care Concierge**

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.

# The eXp Expert Care Desk Is Now 24/7

in the United States and Canada (Global Coming Soon)

**exp**<sup>®</sup> | EXPERT CARE DESK  
REALTY



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

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

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

*Assistance in multiple languages available!*

## Mississippi Resources, Trainings

### When are the Mississippi meetings and trainings?

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

### Where can I find past Mississippi meetings and trainings?

[State Video Library](#)

### Where else can I find Mississippi 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 Mississippi updates, news, and alerts will be shared. Check here daily for the most up to date knowledge.

[State Workpalce Group](#)

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

Mississippi Self Help Room: [Here](#)

Mississippi Website: [HERE](#)

Mississippi Resource Guide:[HERE](#)

eXp Mississippi Past Newsletters: [HERE](#)

## **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 Mississippi specific training our Mississippi Orientation is held when you schedule with [Mark Metcalf](#)

## **What are the Mississippi policies and procedures?**

<https://us.exp Realty.com/wp-content/uploads/2024/02/Mississippi-PP-2.28.2024.pdf>

## **Licensing**

Please go to <https://www.mrec.ms.gov> for any Mississippi 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 MS.broker@exp Realty.net **AND** [marketing@exp Realty.net](mailto:marketing@exp Realty.net)

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

### [MREC RULES and REGULATIONS](#)

#### Rule 3.3 Advertising

“A broker shall advertise in the name in which the license is issued. A broker may use a descriptive term after the broker's name to indicate the occupation in which engaged, for example, "realty", "real estate" or "property management". If advertising in any other form, a partnership, trade name, association, company or corporation license must be obtained prior to advertising in that manner. “

## MLS/Associations

### What MLS/Associations is eXp a part of in Mississippi?

#### [Association List](#)

### [MAR Legal Hotline](#)

1-800-747-1103 Ext. 25

## 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 [MS.broker@exprealty.net](mailto:MS.broker@exprealty.net) with your name, and official offboard date.
- Send a Workplace chat to your Mississippi Broker or ASA with your email, and official offboard date.

Your Mississippi 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 Mississippi?

[chrome-extension://efaidnbnmnnibpcajpcglclefindmkaj/https://www.mrec.ms.gov/wp-content/uploads/2023/07/mrec\\_forms\\_SALESPERSON\\_TRANSFER\\_APPLICATION.pdf](chrome-extension://efaidnbnmnnibpcajpcglclefindmkaj/https://www.mrec.ms.gov/wp-content/uploads/2023/07/mrec_forms_SALESPERSON_TRANSFER_APPLICATION.pdf)

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

<https://www.mrec.ms.gov/forms/>

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

Aleesa Christensen, Onboarding Lead

[aleesa.christensen@exprealty.net](mailto:aleesa.christensen@exprealty.net)

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

[https://docs.google.com/document/d/1hSLNqFTjxO\\_Bk\\_T3GgD0UnXhaC4GvbZnHBe2oBoThvI/edit](https://docs.google.com/document/d/1hSLNqFTjxO_Bk_T3GgD0UnXhaC4GvbZnHBe2oBoThvI/edit)

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

### **US Agent Center Onboarding Website [HERE](#)**

*ALMOST* everything you need to know about onboarding with eXp.  
See below for Mississippi specific information and instructions.

## Mississippi Agent Advisory Council

### What is the Mississippi 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 Mississippi AAC?

Coming soon!

## 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?

<https://us.exprealty.com/states/mississippi/state-information/>

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

Please send via electronic signature program to [MS.broker@exprealty.net](mailto:MS.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?

<https://www.mrec.ms.gov/forms/> & Skyslope under Working Documents.

## 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?

## Where do I send rejected offers?

“markmetcalf2@skyslope.com”

## Can my commission be paid to my LLC?

It has to be paid to exp then to 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 Mississippi-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 Mississippi-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.