



NEW YORK AGENT FAQ

Your guide to everything eXp NY!*

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 > NY Broker Room.

Or use the direct link www.exp.world/nybrokerroom to bypass the welcome area!

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

Broker Team

Kim Canavan, DMB 518-282-4003

James Hynes, MB 360-483-0510

Jay Pegram, MB 646-452-4590

Aimee Testa, MB 315-207-5349

Eric Pedrotti, MB 518-621-2556

HUD NAID: EXPRLT9473

Broker License #'s & W-9

Kim M. Canavan: [10491208881](#) [W9 Kim M. Canavan](#)

James Hynes: [10491209355](#) [W-9 James Hynes - Brooklyn](#)

Jay Pegram: [10301215416](#) & [10491209355](#) [W-9 NYC](#)

Administrative Support Analysts

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

Taylor Diehl

Mallorie Schlossberg

Nicole Boyles

Aisa Tipactipac

Email ny.broker@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.

Jenn Starks, CCS

Tiffany Meyer, CCS

Tamrah Pedrotti, CCS

Email: nyccs@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!

Email

Solo Agents: ny.transactions@exprealty.net

Team Agents: ny.teamtrasactions@exprealty.net

Mega Team Agents: megateams@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.

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?

[Video Resource Library](#)

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.

- [NYS Workplace Group](#)
- [New York State Marketplace](#)

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

NY Self Help Room:<https://exp.world/nybrokerroom#conference-1>

NY State Website: <https://us.exprealty.com/states/new-york/>

NY Resource Guide:

https://docs.google.com/document/d/1LiFLIf0MU4bJmJ9jOXEZkpkUCIe_aHE3moC6qugz2AA/edit?usp=sharing

NY Past Newsletters:

https://docs.google.com/document/d/1VBDjGcnpXy1jdhqMaPq1t3Fo20G6_fK24ptw8lvofeE/edit?usp=sharing

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 every Monday 10:00 AM EST in the NY Auditorium

What are the state policies and procedures?

<https://us.exprealty.com/wp-content/uploads/2023/12/New-York-PP-4.6.23.pdf>

Licensing

Please go to <https://dos.ny.gov/real-estate-salesperson> 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 NY.broker@exprealty.net **AND** marketing@exprealty.net

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

[NYS DOS Div. of Licensing Services Real Estate License Law January 2024](#)

See page 29 Section 175.25 Advertising Line Item 3. Nicknames

(3) Nicknames. Real estate brokers, associate real estate brokers, and real estate salespersons shall advertise using the name under which said real estate broker, associate real estate broker or real estate salesperson is licensed with the Department of State. A nickname may be used in an advertisement provided that the full-licensed name is listed clearly and conspicuously

MLS/Associations

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

[Adirondack Champlain Valley MLS](#)

[Brooklyn MLS](#)

[Buffalo Niagara Association of REALTORS® \(BNAR\)](#)

[Chautauqua-Cattaraugus Board of Realtors® Inc.](#)

<u>Clinton County Board of REALTORS®</u>
<u>Columbia Greene Board of REALTORS®</u>
<u>Dutchess County Association of REALTORS®</u>
<u>Elmira Corning Regional Association of REALTORS®</u>
<u>Greater Binghamton Association of REALTORS®</u>
<u>Greater Capital Association of REALTORS® (GCAR)</u>
<u>Greater Rochester Association of REALTORS®, Inc. (GRAR)</u>
<u>Greater Syracuse Association of REALTORS® (GSAR)</u>
<u>Hampton and North Fork Assoc of Realtors (HANFRA)</u>
<u>Hudson Gateway Association of REALTORS® (HGAR)</u>
<u>Ithaca Board of REALTORS®</u>
<u>Jefferson Lewis Board of REALTORS®</u>
<u>Long Island Board of REALTORS® (LIBOR)</u>
<u>Mohawk Valley Association of Realtors</u>
<u>New York State Commercial Association of REALTORS ®</u>
<u>Otsego Delaware Board of REALTORS®</u>
<u>Staten Island Board of REALTORS®</u>
<u>St. Lawrence County Board of Realtors</u>
<u>Ulster County Board of REALTORS®</u>
<u>REBNY</u>

NYSAR Legal Hotline

518-436-9727

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 NY.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 NY?

The broker transfers the license

I just got licensed! What are my next steps?

Does not apply to NY. Agent has to apply for the license after applying to eXp.

Who can I contact to check on my onboarding status?

ny.expertcare@exprealty.net

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

<https://docs.google.com/presentation/d/1gMDdkPwYZdaHC8a7y8ZdcYXu9i2kaaE6s9HJT022iY/edit?usp=sharing>

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 NY AAC?

Debbie Renna Hynes, Cynthia Mckenna, Vincent Koo, Andrew Wu, Dionne Harris Jackman, Mahir Sadman, Joseph Sinnona, Brian Brosen, Ismail Koyla, Kim Canavan and Andrea Marshall

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?

Regular Mail

EXP Realty LLC

PO Box 787962

Philadelphia, PA 19178-7962

Commission Checks Overnight/FedEx:

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 NY.sign@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?

NY Google Drive

https://drive.google.com/drive/folders/1d4MZsx9fJ7YBvom8RnmiJmi0Ur_zmQYx

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?

Under Construction

Where do I send rejected offers?

Upload in to Skyslope in file.

Can my commission be paid to my LLC?

If you are licensed in NY, yes.

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.*

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.