



# MINNESOTA AGENT FAQ

Your guide to everything eXp MN!\*

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



The banner features the exp REALTY logo on the left and the text "MN BROKER TEAM" in white on a dark blue background. Below the banner are two circular headshots. The first headshot is of Michelle Larson-Hoppe, a woman with blonde hair, wearing a black and grey top. Below her photo is a white box with the text "MICHELLE LARSON-HOPPE" and "DESIGNATED MANAGING BROKER". The second headshot is of Micky Venable, a woman with long brown hair, wearing a blue top. Below her photo is a white box with the text "MICKY VENABLE" and "MANAGING BROKER".

**Broker Names:** Michelle Larson-Hoppe - Designated Managing Broker (DMB)  
Micky Venable - Managing Broker (MB)

**Office Address:** 4525 White Bear Pkwy, Suite 122; White Bear Lake, MN 55110

**Tax ID/EIN:** 20-8369429

**eXp MN License:** 40609154

**HUD:** EXPRLT9458

**Broker's License:** 20136007  
**Broker Hotline:** 1-320-500-4EXP  
**Broker Email:** [mn.broker@exprealty.net](mailto:mn.broker@exprealty.net)  
**MN Broker Room:** <https://exp.world/mnndbrokerroom>  
**Brokerage Website:** [Minnesota Agent Website](#)

## **Administrative Support Analysts**

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

Ann M Huddock - Administrative Support Analyst  
Spencer Grau - Administrative Support Analyst  
[mn.onboarding@exprealty.net](mailto:mn.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.

Michelle Alm  
Amy Berg  
Amy Sue Horne  
[mn.contracts@exprealty.net](mailto:mn.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!

MN/ND Transaction Settlements Manager Kelly O'Neil  
MN/ND Transaction Settlements Leads - Juana Silvas & Hailee Jimenez  
MN Transaction Settlements Analyst's- Cheryl Sison, Racquel Pagaduan, Roxanne McKenzie, & Patrick Tongco  
[mn.transactions@exprealty.net](mailto:mn.transactions@exprealty.net)  
[mn.teamtransactions@exprealty.net](mailto:mn.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.

**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?

[MN Recorded Meetings and Trainings](#)

### 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.

[MN State Group](#)

[Minnesota Referral Group](#)

[Minnesota Mentors](#)

[Minnesota Commercial Group](#)

[Minnesota Open House & Solution Center](#)

[Minnesota Solo Agents](#)

[MN Pre-List / Withheld Listings](#)

[MN Buyer and Seller Needs](#)

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

**MN Self Help Room:** <https://exp.world/mnndbrokerroom#conference-1>

**MN State Website:** [Minnesota Agent Website](#)

**eXp MN Past Newsletters:** [The Hot Dish Newsletter](#)

## 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 Tuesday at 9am

<https://exp.world/mn-ndconferencehall>

## What are the state policies and procedures?

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

## Licensing

In MN, all transfers, renewals, inactivations, and new license applications must be done by your broker. To view your license number, status, expiration, update contact information, request a letter of certification, and even view CE completion: [www.pulseportal.com](http://www.pulseportal.com)

**For more MN Licensing Info:**

<https://mn.gov/commerce/licensing/list/real-estate/real-estate.jsp>

 MN Department of Commerce [Guide to Real Estate Licensing](#) [HERE](#)

**MN Chapt 82 Statutes Governing Real Estate agents and salespersons** [HERE](#)

## Marketing

### Do I need advertising approval?

Yes! Please send all advertising and marketing materials for approval **prior to printing** to [mn.broker@exp Realty.net](mailto:mn.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)

You must use the name that is on your real estate license.

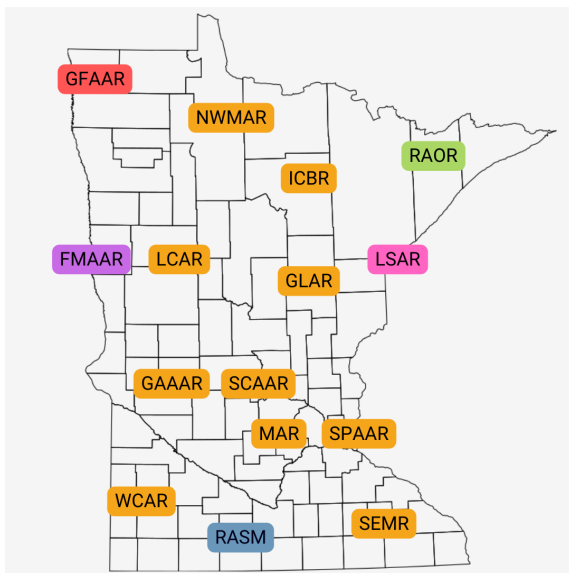
<https://www.revisor.mn.gov/statutes/cite/82.68>

*Subdivision 1. Agent of broker disclosure. A salesperson shall only conduct business under the licensed name of and on behalf of the broker to whom the salesperson is licensed. An individual broker shall only conduct business under the brokerage's licensed name. A broker licensed to a business entity shall only conduct business under the licensed business entity name. A licensee shall affirmatively disclose, before the negotiation or consummation of any transaction, the licensed name of the brokerage under whom the licensee is authorized to conduct business according to this section.*

## MLS/Associations

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

**LOCAL:** There are 15 Local Associations in MN for residential real estate agents supporting over 22,000 agents. You only need to join one in order to become a member of your state and national associations.



[Find a Local REALTOR® Association](#)  
[List of Local Associations](#)

[To Search Associations by MLS](#)  
[Search NAR's Interactive](#)  
[MLS & Association Map](#)

## 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 [mn.broker@exprealty.net](mailto:mn.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)?

[Active License](#)

[Inactive License](#)

[New License](#)

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

[New License](#)

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

MN ASAs - [mn.onboarding@exprealty.net](mailto:mn.onboarding@exprealty.net)

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

 [MN Quick Start Guide](#)

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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 MN 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?

<p><b><u>MAILING ADDRESS:</u></b> eXp Realty North, LLC PO Box 856825 Minneapolis, MN 55485-6825</p>	<p><b><u>OVERNIGHT ADDRESS:</u></b> Lockbox Services #856825 eXp Realty North, LLC 1801 Parkview Drive 1st Flr Shoreview, MN 55126</p>
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## Where do I send documents that need the Broker’s signature?

If you have a document you need signed by the broker, please follow the steps below!

Please submit your request using a digital signature platform (Authentisign/DocuSign/etc) using the following steps:

1. Upload the PDF document into a digital signature platform.
2. Add the names & email addresses of all parties that need to sign the document.
3. Select the correct signing order for the parties.

Helpful Tips to get your document executed quickly:

- DMB Signer Name: **Michelle Larson-Hoppe**
- DMB Signature request email: [mn.sign@exprealty.net](mailto:mn.sign@exprealty.net)
- DMB will NOT sign blank documents.
- DMB is always the last signer on all requested documents.



## 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?

Your Association will provide access to these forms. For Northstar MLS users, they are located in TransactionDesk.

## 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?

✓ [Seller Transaction Checklist](#)

✓ [Buyer Transaction Checklist](#)

✓ [Lease Checklist](#)

## Where do I send rejected offers?

Make sure to get the cancellation form signed by the Designated Managing Broker (DMB), Michelle Larson-Hoppe. Email the form ready to be e-signed to [mn.sign@exprealty.net](mailto:mn.sign@exprealty.net), and then, once signed, upload it SkySlope so that the file can be withdrawn and canceled.

**Was your offer rejected?** The state requires that we hold copies of all documents for six years. Please email a copy of your rejected offers to [minnesotaoffice@skyslope.com](mailto:minnesotaoffice@skyslope.com)

## Can my commission be paid to my LLC?

Yes, but the LLC must be registered with the MN Secretary of State and listed on your W9 on file with eXp Realty.

## 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.