



TENNESSEE AGENT FAQ

Your guide to everything eXp TN!*

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.

Tennessee Information & Contacts

How do I find the Tennessee Broker Room?

Our Tennessee 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 > Tennessee 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 Tennessee team and how do I contact them?

Broker Team

TENNESSEE BROKER TEAM



Angel P. Scott
Designated Managing Broker
DMB



Carmen Tedder
Managing Broker
MB



Kim Spell
Managing Broker
MB

Reach us at - tn.broker@exprealty.net or 888-519-5113 ext 101
all broker signing need to request the signature of Angel P. Scott.

Broker Office Hours - Monday - Friday 8 AM- 4:00 PM CST
Workplace Chat - Mon. - Fri. 9 AM - 6PM CST

After Hours Support (7PM CST) - Please reach out via WP Chat. If it is not an emergency, it will be addressed the next day.....Thanks! Broker on call Sat. and Sun.

Angel P Scott - TN DMB License #326445

Firm Address - 3401 Mallory Lane #100, Franklin, TN 37067

Office Phone#: 888-519-5113 ext.101 Firm #262943 HUD NAID #EXPRLT9472 EIN# 20-8369429

Administrative Support Analysts

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

TENNESSEE ASA TEAM


Michelle Rios
Administrative Support Analyst (ASA)


Mary Greenspun
Administrative Support Analyst (ASA)


Eve Perez
Administrative Support Analyst (ASA)

Reach us at - tn.broker@exprealty.net or 888-519-5113 ext 101
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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.

TENNESSEE CCA TEAM


Donna Protopapa
Contract Compliance Analyst (CCA)


Elka Graham
Contract Compliance Analyst (CCA)

Reach us at - tn.broker@exprealty.net or 888-519-5113 ext 101
all broker signing need to request the signature of Angel P. Scott.

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!

tn.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.



Phone: (833)303-0610

Email: ExpertCare@exprealty.net

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

Assistance in multiple languages available!

Tennessee Resources, Trainings

When are the Tennessee meetings and trainings?

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

Where can I find past Tennessee meetings and trainings?

<https://exprealty.workplace.com/groups/tntraininglibrary>

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

- [Tennessee State Group](#)
- [Tennessee Referral Group](#)
- [I heart eXp Tennessee](#)
- [Tennessee Training Library](#)
- [Tennessee Agents Just Listed & Coming Soon Listings](#)
- [eXp Realty Announcements](#)
- [Referral Network](#)
- [Share Your Listings](#)

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

Tennessee Self Help Room: <https://exp.world/tnbrokerroom#conference-1>

Tennessee Website: <https://us.exprealty.com/states/tennessee/>

eXp Tennessee Past Newsletters: [TN Newsletter Archive](#)

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 Tennessee specific training our Tennessee Orientation is recorded and can be sent to you.

Register for our [Live Agent Startup Sessions: eXp Tools & Resources](#) to kickstart your journey with us! During these sessions, our experts will help you set up your tools, explore essential resources, and prepare for success. It's the perfect way to get the support you need to hit the ground running - because this is where the pros go to grow!!

[Click here](#) to register for a session that works best with your schedule!

What are the Tennessee policies and procedures?

<https://us.exprealty.com/states/tennessee/internal-resources/>

Licensing

Please go to <https://tnrealtors.com/become-a-member/> for any Tennessee 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 TN.broker@exprealty.net **AND** marketing@exprealty.net

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

<https://publications.tnsosfiles.com/rules/1260/1260-02.20210422.pdf>

MLS/Associations

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

<https://tnrealtors.com/about-us/local-associations/>

TAR Legal Hotline

800.899. 5297 or hotline@tnrealtors.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 tn.broker@exprealty.net with your name, and official offboard date.
- Send a Workplace chat to your Tennessee Broker or ASA with your email, and official offboard date.

Your Tennessee 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 (Tennessee)?

[Transfer agent joining eXp Tennessee?](#)

I just got licensed! What are my next steps?

[Brand new agent joining eXp Tennessee?](#)

Who can I contact to check on my onboarding status?

Michelle Rios - tn.broker@exprealty.net or Mary Greenspun - tn.broker@exprealty.net

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

[TN Onboarding Guide](#)

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

US Agent Center Onboarding Website [HERE](#)

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

Tennessee Agent Advisory Council

What is the Tennessee 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 (Tennessee) AAC?

MEET YOUR STATE AGENT ADVISORY COUNCIL

 Tammy Coleman (La Vergne SE of Nashville) Chair PH: 615-207-3264 email: thecolemans@exprealty.com	 Andy Peterson Crossville (Co-Chair) PH: 931-261-9925 email: andy@trnpetersonteam.com	
 Trish Mancini (Knoxville) PH: (865)-712-1993 email: Trish@TrishManciniHomes.com	 Kristy Harris (Clarkesville) PH: (615)-801-4290 email: Kristy.harris@exprealty.com	 Amy Backstrom (Crossville) PH: (601)-577-0524 email: amy.backstrom@exprealty.com
 Bruce Milner (Memphis) PH: (901)-482-0444 email: bmilnerok@gmail.com	 Gay Young (Memphis/Collierville) PH: 901-581-6118 email: gay.young@exprealty.com	 Jason Miller (Memphis) PH: 901-212-4141 email: jason.d.miller@exprealty.com
 Steve Deford (Memphis) PH: (615)-318-5003 email: Steve@NashboroHomes.com	 Adrienne Lyons (Nashville) PH: 615-485-0125 email: Steve@NashboroHomes.com	

Where can I find more information on this program?

State /Province Agent Advisory Council Overview [HERE](#)

State/Province AAC Agent FAQ [HERE](#)

[SAAC TN One Page Reference](#)

Transactions, Contracts & Forms (Oh, my!)

Where do I have my commission checks mailed to?

Regular Mail:

EXP Realty, LLC

PO BOX 603506

Charlotte, NC 28260-3506

Overnight Mail:

EXP Realty, LLC

ATTN: Lockbox 603506

1525 West W.T. Harris Blvd - 2C2

Charlotte, NC 28262

****DO NOT MAIL ANY CHECKS TO THE FRANKLIN OFFICE!****

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

Please send via electronic signature program to tn.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?

Tennessee has state forms, local MLS forms and eXp has company forms. You will find the Tennessee State forms and local MLS forms in [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
- Associated Business Agreement
- Lead Based Paint Disclosure
- eXp W9
- E&O

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

Skyslope Checklist for Tennessee.

 SkySlope Checklists 5.16.2022.pdf

Where do I send rejected offers?

Email to: skyslope address that's attached to your file.

Can my commission be paid to my LLC?

https://drive.google.com/file/d/1hxdW-BKs0ElfgEZXRrEBrooKxDMtWsHSc/view?usp=share_link

What does it mean to be a SINGLE CHECK Tennessee?

Single Check: *The commission is paid directly to the to eXp Realty and then the brokerage pays the agent via direct deposit. This is Tennessee specific and if you are not sure about your Tennessee - please check with your Tennessee broker team.*

For anything not covered in this Tennessee-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 Tennessee-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.

KVCore [HERE](#)

If the agent wants to change what shows on their kvCORE site, they can request with kvcorecompliance@exprealty.net and the kvcore team can assist