PENNSYLVANIA AGENT FAQ

Your guide to everything eXp PA!*

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!

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

Broker Team

Administrative Support Analysts

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

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.

Compliance Questions
pa.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!

Individuals: pa.transactions@exprealty.net
Teams: pa.teamtransactions@exprealty.net

Transactions Concierge
855-966-1397

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?

Click here!

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.

- Pennsylvania State Group
- Pennsylvania Agent Resource Group

Getting a TON of notifications from Workplace? Click HERE to learn how to update your settings.

PA Self Help Room
PA State Website
eXp PA 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 every Tuesday at 10:00am, as well as the 3rd Wednesday of the month at 6pm.

What are the state policies and procedures?

Internal Resources
Pennsylvania Policies & Procedures

Licensing

Please go to the Pennsylvania Department of State 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 pa.broker@exprealty.net **AND** marketing@exprealty.net

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

To have a nickname approved, please send an email to ra-realestate@pa.gov. Include the full name, license number, and nickname you wish to have approved. Please be aware that nicknames are generally only approved as derivatives of your first name (i.e. "Tim" For "Timothy") and you are still required to use your surname in all advertising. Please consult a private attorney for guidance on how to remain in compliance with the law and regulations with regards to your advertising. Once the nickname has been approved, an approval letter will be sent by email. The letter should be retained for your records. **The approved nickname will also be noted in the license record maintained by the Commission.** Click here for more details.

MLS/Associations

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

Please click here to see our list of associations/MLSes.

Pennsylvania Association of Realtors (PAR) Legal Hotline

800-555-3390

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 pa.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)?

Please see our Pennsylvania Onboarding Site. Additionally, you will receive step-by-step instructions via email during the onboarding process.

I just got licensed! What are my next steps?

Please see our Pennsylvania Onboarding Site. Additionally, you will receive step-by-step instructions via email during the onboarding process.

Who can I contact to check on my onboarding status?

Simply reply to any of the onboarding emails you have received, and we can check on your status for you. Or send an email to: pa.broker@exprealty.net

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

Please see our Pennsylvania Onboarding Site.

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?

The PA AAC is introduced at the bi-weekly State Meetings, so join us then!

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

Where do I have my commission checks mailed to?

Regular Mail
EXP Realty LLC
PO Box 787962
Philadelphia, Pa 19178-7962

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 pa.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?

All PA forms and templates are in Skyslope FORMS, as well as on this Trello card.

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 will have required documents marked as such.

Can my commission be paid to my LLC?

Only if you have applied for a Qualified Association and attached it to your PALS account. Please see this Trello card for information.

What does it mean to be a SINGLE CHECK state?

Single Check: *The commission is paid directly 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.