



# WASHINGTON AGENT FAQ

Your guide to everything eXp WA!\*

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.

## Washington Information & Contacts

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

Our Washington 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 > (Washington) 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 Washington team and how do I contact them?

#### Broker Team



The graphic features the text "WA BROKER TEAM" in large white letters on a dark blue background. Below the text is a right-pointing arrow icon. To the right of the text are three portrait photos of team members. Below each photo is the name and title of the member. At the bottom left of the graphic is the eXp Realty logo with a map of Washington and the state seal.

Name	Title
ANGIE TAUIALO	Designated Managing Broker
JULIE DEAN	State Managing Broker
JADE CHRISTINE	State Managing Broker

[wa.broker@exprealty.net](mailto:wa.broker@exprealty.net) 888-317-5197

- DB (Angie Tauialo) License
- [E & O Insurance Cert](#)
- [eXp Realty Business License](#)
- [eXp Firm License Number: 9393](#)
- [eXp W9 form](#) (2024)
- HUD NAID # EXPRLT9431

- **Main Office Phone Number:** 888-317-5197
- **Main Office Address:** 1455 Leary Wy NW, Suite 400, Seattle, WA 98107

## Administrative Support Analysts

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

The graphic features a dark blue background. At the top left, the text "WA ASA TEAM" is written in large, white, sans-serif font. To the right of this text is the "exp REALTY" logo, which includes a white outline of the state of Washington and a green circular seal with a white figure. Below the title and logo, there are five square portrait photos of team members. Underneath each photo, the person's name is listed in white, uppercase letters, followed by their job title "Admin Support, Analyst" in a smaller white font.

PAULO PUNLA	ALINA TEN	JAMES JACKMAN	HOLLY WAGGONER	CHRIS PAYTE
Admin Support, Analyst	Admin Support, Analyst	Admin Support, Analyst	Admin Support, Analyst	Admin Support, Analyst

 [wa.onboarding@exprealty.net](mailto:wa.onboarding@exprealty.net)  [wa.admin@exprealty.net](mailto:wa.admin@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.

# WA CCA Team



→ WA CCA



**KELLY PFISTER**

Contract Compliance, Analyst (CCA)  
Managing Broker

→ WA CCA



**SCARLET TAVONE**

Contract Compliance, Analyst (CCA)  
Managing Broker

 [wa.compliance@exprealty.net](mailto:wa.compliance@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!

[wa.transactions@exprealty.net](mailto:wa.transactions@exprealty.net)

[wa.team.transactions@exprealty.net](mailto:wa.team.transactions@exprealty.net)

[mega.teams@exprealty.net](mailto:mega.teams@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.

**Joshua Needham**

**Michelle Dela Cruz**

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

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

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

*Assistance in multiple languages available!*

# Washington Resources, Trainings

## When are the Washington meetings and trainings?

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

### ☀️ WA BROKER ORIENTATION:

Held on the 2nd and 4th Monday of each month at 9:30 AM in the [WA Auditorium](#). This is a mandatory meeting for mentees. At least (1) Orientation Class is required to attend.

### ☀️ WEEKLY STATE MEETING:

The WA State Sales Meeting is held every Wed @ 9:30 AM in the [WA Auditorium](#).

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

Go to [Workplace](#) > [Washington State Group \(WA\)](#) > [Learning Tab](#)

The screenshot displays the Facebook profile for the Washington State Group (WA). At the top, there is a blue header with the group's name and a list of team members including Angie Tauialo, Kelly Pfister, Holly Waggoner, Jade Christine, Scarlet Tavone, James Jackman, Julie Dean, Paulo Punla, Alina Ten, Chris Payte, and Marvin Bongolan. To the right, office hours, phone, email, license, and HUD NAID information are provided. Below the header, the group's name and member count (1,655) are shown. The 'Learning' tab is highlighted with a green box and a green arrow pointing to the 'Write something...' text box. The 'Pinned posts' section shows a post by Alina Ten from May 15, 2023, with the title 'IMPORTANT EMAILS TO KEEP ON HAND' and a link to 'Need managing broker assistance? wa.broker@exprealty.net'. The 'About' section on the right provides a description of the group and a search bar for members.

## Where else can I find Washington 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 main communication hub, where all Washington updates, news, and alerts are shared. Check here daily for the most up-to-date knowledge.

- [Washington State Group](#)
- [Washington Referral Group](#)
- [I heart eXp Washington](#)

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

(Washington) Self-Help Room: [WA Self-Help Room](#)

(Washington) Washington Website: [Washington Agent Center](#)

eXp (Washington) Past Newsletters: [Newsletter Directory](#)

## 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 or simply click [HERE](#).

Click [HERE](#) to find the next class. ¡También los tenemos en español!

For Washington-specific training, our Washington Orientation is held on the 2nd and 4th Monday of each month at 9:30 AM in the [WA Auditorium](#). This is a mandatory meeting for mentees. At least (1) Orientation Class is required to attend.

## What are the Washington policies and procedures?

Click [HERE](#) to see WA P&P

## Licensing

Please go to the [Washington State Department of Licensing](#) for any Washington licensing questions you may have.

## Marketing

### Do I need advertising approval?

Yes! Please send all advertising and marketing materials for approval **before printing** to [WA.broker@exprealty.net](mailto:WA.broker@exprealty.net) AND [marketing@exprealty.net](mailto:marketing@exprealty.net)

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

The agents must represent themselves exactly as shown on their licenses on their websites, signature blocks, and marketing. They are allowed to use their nickname, married name, or maiden name but they still have to represent themselves as the licensed name. There is a form that they need to submit to the DOL to change the name on their license.

[Washington State Legislature Link](#)

## MLS/Associations

### What MLS/Associations is eXp a part of in (Washington)?

Click [HERE](#) to see the full list of MLS/Associations eXp is a member of.

Click [HERE](#) to see the WA State Local Association Directory.

### Washington Association of REALTORS® Legal Hotline

[Ask A Question Here](#)

## 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 following the agent's offboarding 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 [WA.broker@exprealty.net](mailto:WA.broker@exprealty.net) with your name, and official offboard date.
- Send a Workplace chat to your Washington Broker or ASA with your email, and official offboard date.

Your Washington team will reach out via email with an Exit Survey that will need to be completed for the offboarding process to be finalized.

# Onboarding

## How do I transfer my license to eXp (Washington)?

- 1) You must have a DOL SAW (Secure Access Washington) account to transfer your license which includes the following:
  - Setting Up Your SAW Account and Linking Your License. Click [HERE](#) for instructions;
  - If you have been licensed in WA for 5 years or more the state may require your fingerprints to be updated before allowing eXp to activate your license. This may delay your onboarding;
  - Releasing your license to 'INACTIVE' status: log into your [DOL SAW account](#) > Click the 'Manage Existing Professional License' button > Click on your license number > Click the checkbox next to your current firm name > Click the blue 'Separate License' button.
- 2) Once your license is showing 'INACTIVE' at the DOL:
  - Please complete the [WA License Transfer Form](#);
  - After the form is submitted, you will receive an email from the DOL inviting you to join eXp Realty.
  - Once the DOL invitation has been accepted, you will be added to the NWMLS (if applicable). If joining a different MLS, you will need to reach out to them directly to request a transfer or a new Member Packet.

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

Complete the [eXp's Joining Application](#) and keep an eye out for further communication from our onboarding team. Reach out to the [WA State Support Team](#) for any questions.

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

WA State ASAs (Admin Support Coordinators) are your go-to in the onboarding process. Ways to reach them:

- Speak to one of them in [eXp.World/wabrokerroom](#)
- By email at
  - [wa.onboarding@exprealty.net](mailto:wa.onboarding@exprealty.net)
  - [wa.admin@exprealty.net](mailto:wa.admin@exprealty.net)
  - [wa.broker@exprealty.net](mailto:wa.broker@exprealty.net)

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

- [Email Signature Disclaimers](#)



- [eXp WA Onboarding Checklist](#)
- [eXp Realty Onboarding Guide](#)
- [eXp Commercial Onboarding Guide](#)
- [eXp Referral Division Onboarding Guide](#)

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

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

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

## Washington Agent Advisory Council

### What is the Washington 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.

The image displays the Washington State Agent Advisory Council (WA AAC) for 2024-2025. It features the eXp Realty logo on the left and ten circular portraits of council members arranged in two rows of five. Each portrait is accompanied by the member's name. The background is a dark blue geometric pattern.

Row	Member Name
1	Ana Rahimlou
1	Buddy Buck
1	Charlene Little
1	Don Oneida
1	Mindy Price
2	Oscar Hernandez
2	Paula Burrows
2	Ron Rougeaux
2	SanJuanita Guerrero-Nelson
2	Tim Cornwell
2	Tim Freund

**WA STATE AGENT ADVISORY COUNCIL (WA AAC) 2024-2025**

## 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?

#### Where To Send Checks

*For Commission Checks:*

#1044 EXP Realty, LLC  
PO Box 35143  
Seattle, WA 98124-5143

*OVERNIGHT MAIL ONLY:*

LOCKBOX SERVICES BOX #1044

EXP Realty LLC  
18035 Sperry Drive  
Tukwila, WA 98188

*For Referral Checks:*

#1044 EXP Realty, LLC  
PO Box 35143  
Seattle, WA 98124-5143

*OVERNIGHT MAIL ONLY:*

LOCKBOX SERVICES BOX #1044

EXP Realty LLC  
18035 Sperry Drive  
Tukwila, WA 98188

*For Escrow Checks:*

#1044 EXP Realty, LLC  
PO Box 35143  
Seattle, WA 98124-5143

*OVERNIGHT MAIL ONLY:*

LOCKBOX SERVICES BOX #1044

EXP Realty LLC  
18035 Sperry Drive  
Tukwila, WA 98188

*Trust Account Checks:*

#1044 EXP Realty, LLC  
PO Box 35143  
Seattle, WA 98124-5143

*OVERNIGHT MAIL ONLY:*

LOCKBOX SERVICES BOX #1044

EXP Realty LLC  
18035 Sperry Drive  
Tukwila, WA 98188

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

If there is anything that needs to be signed by your WA Managing Broker at eXp, please send it through an e-sign platform (Authentisign, DocuSign, Digisign, etc.) to [wa.sign@exprealty.net](mailto:wa.sign@exprealty.net) with **Angie Tauialo, DB** added as the signer.

### Who do I contact 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?

If you are a member of the Northwest MLS (NWMLS), follow the steps below:

1. [Log into the NWMLS portal](#) with your LAG number;
2. Hover over the Services and Products tab;
3. Click on [Xpress Forms](#);
4. Click '[GO TO PRODUCT](#)'

The majority of Washington State Multiple Listing Services (MLS) offer membership benefits that include access to the Washington State Forms Library. However, if your primary MLS, such as RMLS or others, does not include access to the WA Forms, no worries! We can facilitate your access by enrolling you with the Northwest MLS as a Statewide Forms Broker, completely free of charge. This ensures that you have access to the essential forms required for real estate transactions across the state.

**Please keep in mind that as an NWMLS Statewide Forms Broker:**

- You would be exempt from NWMLS membership dues;
- You must belong to a different residential MLS and need to specify which one it would be;
- You will not at any time use any of NWMLS's services available only to full subscribers like NWMLS Listing Search Portal, Secure Keybox Services, Statistics Generator, etc.
- You must be an active member of [Washington REALTORS® \(WAR\)](#)

## **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
- Broker/Owner Disclosure Form
- Associated Business Agreement
- Lead-Based Paint Disclosure
- eXp W9
- E&O

Here are the forms you can find under the Pinned Post of the Washington State Group on Workplace:

- [Affiliated Business Disclosure](#)
- [Broker/Owner Disclosure Form](#)
- [Internal Commission Split](#)
- [Notice of Seller Inspection Report \(Form 16\)](#)
- [Relationship Disclosure](#)
- [Seller Direction to Listing Broker](#)
- [SkySlope Form Requirements](#)
- [Transfer Agreement - Active Listing](#)
- [Transfer Agreement - Pending Transaction](#)
- [Wire Fraud Advisory Form \(WFA\)](#)

- [eXp W9 form \(2024\)](#)
- [eXp Referral Agreement](#)

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

[WA Listing and Transaction Required Forms](#)

## Where do I send rejected offers?

[wa.rejectedoffers@exprealty.net](mailto:wa.rejectedoffers@exprealty.net)

## Can my commission be paid to my LLC?

Yes, you can be paid into an LLC.

- Agents can be paid to a company
- Company must be registered with the Washington Secretary of State
- All members of the company must be licensed
  - Exception: unlicensed spouse

## What does it mean to be a split check state?

**Split Check:** The escrow company or closing attorney can pay the agent directly. The closing company will create 2 checks, one for eXp and one for the agent or agents involved. Once the transaction has closed the escrow company or closing attorney will provide you with your commission check. **This is Washington-specific and if you are not sure about your Washington - please check with your Washington broker team.**

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*For anything not covered in this Washington-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 Washington-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.