



NEW HAMPSHIRE AGENT FAQ

Your guide to everything eXp NH!*

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



DEBBIE BALL (DMB)



DAVE MILLET (MB)



JOSH JAKAN (MB)

Email : NH.Broker@exprealty.net

Address: 170 COMMERCE WAY, SUITE 200, PORTSMOUTH, NH 03801

Phone: 888-398-7062

License Number: 076099

New Hampshire HUD NAID #EXPRLT9447

eXp Federal ID/EIN #20-8369429

Administrative Support Analysts

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



JESSICA VAUGHAN (ASA)



ANDREA ROBICHAUD (ASA)

EMAIL: NH.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.



KAREN BATTISTELLI (CCA)



LISA MARIE DOHERTY (CCA)

EMAIL: NH.Broker@exprealty.net

Transaction Settlement Analysts

Our Transaction Settlement analysts 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!



MATT SPINALE
Transaction Senior Manager



KATRINA DE LA TORRE
Regional Support Manager (RSM)



CHRISTIE STEVENS
Transaction Settlement Manager (TSM)



JAMIE WILLIAMS
Regional support Analyst (RSA)



WILLIAM SWANDER
Transaction Settlement Lead- SOLO



BETTY MENENDEZ
Transaction Settlement Analyst (TSA Senior - TEAMS)



ANDREW STOLTZ
Transaction Settlement Analyst (TSA Senior - SOLO)



JENNIFER PALACIO
Transaction Settlement Analyst (TSA SENIOR - TEAMS)



NORMA HIGDON
Transaction Settlement Analyst (TSA SENIOR - TEAMS)

EMAIL: NH.Teamtransactions@exprealty.net

EMAIL: NH.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.



ARC CORDERO - NH.expertcare@exprealty.net

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?

[New England State Group](#)

[New Hampshire State Meetings](#)

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.

- [New Hampshire State Workplace Group](#)
- [New England States Group](#)

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

New Hampshire Self Help Room: [HERE](#)

New Hampshire State Website: [HERE](#)

New Hampshire Resource Guide: [HERE](#)

eXp New Hampshire Past Newsletters: [HERE](#)

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 2nd Tuesday of the month at 9:00 am in the NH BROKER ROOM.

What are the state policies and procedures?

[HERE](#)

Licensing

Please go to <https://us.exprealty.com/states/New Hampshire/internal-resources/> 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 NH.broker@exprealty.net **AND** marketing@exprealty.net

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

The statute says you have to use your legal name or reasonable derivative thereof. You can use one of the hyphenated names so long as your number and the main number for the broker is on the marketing. Agents may advertise in other names provided the firm has a record of the corresponding licensee
<https://www.oplc.nh.gov/nh-real-estate-commission-laws-and-rules>

MLS/Associations

What MLS/Associations is eXp a part of in New Hampshire?

[Capital Region Board of REALTORS](#) 5 Franklin Street, Concord, NH 03301 |
603-225-5052 [Contoocook Valley Board of REALTORS®](#)

PO Box 156, Claremont, NH 0743
| 603-543-5923

[Granite State South Board of REALTORS®](#) 50 Nashua Road, Suite 105, Londonderry, NH
03053 | 603-965-3329

[Greater Claremont Board of REALTORS®](#) P.O. Box 311, Claremont, NH 03743
| 603-453-5923

[Greater Manchester Nashua Board of REALTORS®](#) 176 South River Road, Bedford, NH
03110 | 603-668-1054

[Lakes Region Board of REALTORS®](#) 67 Water Street, Suite 210, Laconia, NH 03246

| 603-528-3544

[Monadnock Region Board of REALTORS®](#)

PO Box 156, Claremont, NH 03743

| 603-543-5923

[Seacoast Board of REALTORS®](#) Pease International Tradeport, 110 Corporate Drive, Unit 4,
Portsmouth, NH 03801 | 603-433-9990

[Strafford County Board of REALTORS®](#) 36 Industrial Way, Suite 10, Rochester, NH
03867 | 603-330-3131

[Sunapee Region Board of REALTORS®](#) 11 South Main Street, Suite 301, Concord, NH
03301

| 603-225-5549

[Upper Valley Board of REALTORS®](#) 11 South Main Street, Suite 301, Concord, NH 03301

| 603-225-5549

[White Mountain Board of REALTORS®](#) 53 Technology Lane, Suite 116, Conway, NH
03818 | 603-733-4748

[Commercial Investment Board of REALTORS®](#) 166 South River Road, Bedford, NH
03110 | 603-647-0100

[North Country Board of REALTORS®](#) 11 South Main Street, Suite 301, Concord, NH
03301 | 603-225-5549

NH Association of Realtors Legal Hotline

603-225-5549

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 NH.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

To smoothly transfer your license to eXp Realty in New Hampshire:

1. Complete the attached forms and send them with your check to the Real Estate Commission.
2. Ensure your previous brokerage has sent your wall license and the Deactivation form to the state.
3. If you were with OpCity at your previous brokerage, confirm removal from their account.
4. Inform your current Board of your transfer and update your contact information with them.

I just got licensed! What are my next steps?

<https://docs.google.com/document/d/1OCX0ignKNJcOE4IWFA2FEnrWCJ31x3Dvwjt5W-rYvUI/edit?usp=sharing>

Who can I contact to check on my onboarding status?



JESSICA VAUGHAN (ASA) - NH.broker@exprealty.net

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

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

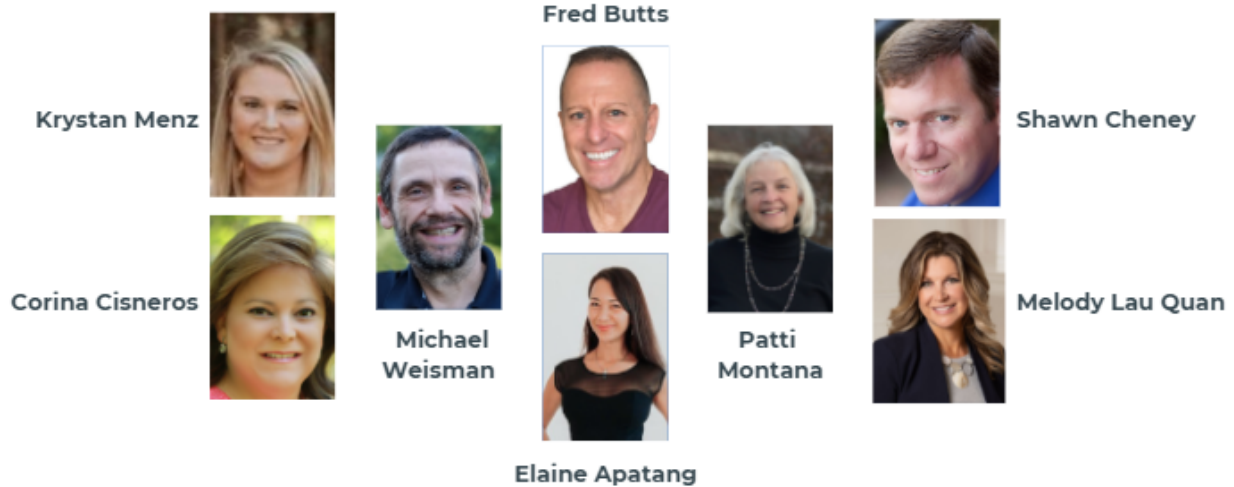
What is the State Agent Advisory Council (SAAC)?

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. Goal:

Leveraging Agents in a local setting to strengthen eXp as the most agent centric brokerage on the planet

Who is on the New Hampshire AAC?



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?

For Commission Checks:

EXP Realty LLC
PO Box 787962
Philadelphia, PA 19178-7962

Overnight / Fed Ex:

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 NH.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?

Agents will use the contractual and disclosure forms provided by the New Hampshire Association of REALTORS®. These forms can be found in [ZipForm® Plus](#) and [DotLoop](#).

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 Libraries>All Libraries> eXP Realty USA- Broker Library

The following eXp forms are housed in Skyslope:

- Wiring Fraud Advisory Notice
- Agent Owned Listing/Selling of Personal Property
- Affiliated Business Arrangement Disclosure Statement
- Lead Based Paint Disclosure
- eXp W9
- E&O

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

Skyslope Forms>Browse Libraries>All Libraries> eXp New Hampshire- Broker Library> New Hampshire Association of Realtors- NHAR> eXP Realty USA- Broker Library

Listing

Brokerage Relationship Disclosure

Exclusive Listing Agreement/ Designated Agency

Affiliated Business Arrangement Disclosure Statement

Wiring Fraud Advisory Notice

Video and Audio Recording Equipment Notification to all Sellers and Buyers

Property Disclosure

Disclosure of Information on Lead-Based Paint (if applicable)

Deed

Sales

Brokerage Relationship Disclosure
Exclusive Buyer Agency Agreement/ Designated Agency
Affiliated Business Arrangement Disclosure Statement
Wiring Fraud Advisory Notice
EMD Copy
Purchase & Sale
Property Disclosure
Disclosure of Information on Lead-Based Paint(if applicable)

Can my commission be paid to my LLC?

Yes. If all of the terms and conditions of the statute have been met. See below.

TITLE XXX
OCCUPATIONS AND PROFESSIONS
CHAPTER 331-A
NEW HAMPSHIRE REAL ESTATE PRACTICE ACT
Section 331-A:16-b

331-A:16-b Commission Payments to Unlicensed Entities. –

I. A principal broker may pay all or part of a fee, commission, or other compensation earned by his or her firm, broker, associate broker, or salesperson to a partnership, association, limited liability company, limited liability partnership, or corporation only if all of the following conditions are satisfied:

(a) All of the partners, members, officers, or shareholders of any unlicensed business entity, including a partnership, association, limited liability company, limited liability partnership, or corporation, hold a valid and active license issued under this chapter.

(b) At least one of the partners, members, officers, or shareholders of the unlicensed business entity, including a partnership, association, limited liability company, limited liability partnership, or corporation, is the licensee who earned the fee, commission, or other compensation.

(c) The partnership, association, limited liability company, limited liability partnership, or corporation does not engage in any of the prohibited acts specified in RSA 331-A:26 and the partnership, association limited liability company, limited liability partnership, or corporation is registered to do business in New Hampshire.

(d) The broker keeps a record of all of the following information for each transaction, for a period of 3 years after the date of the transaction:

(1) The name of the licensee who earned the fee, commission, or other compensation;

(2) The amount of the fee, commission, or other compensation that was earned;

(3) The name of the partnership, association, limited liability company, limited liability partnership, or corporation to which the broker paid the licensee's fee, commission, or other compensation.

II. Compliance with this section does not relieve a broker of any obligations to supervise a licensee, or of any other requirements of this chapter or rules adopted pursuant to this chapter.

III. Compliance with this section does not render a broker or licensee exempt from any portion of the chapter, or immune from liability in a regulatory action against the broker or licensee for a violation of this chapter or rules adopted pursuant to this chapter.

Source. 2019, 49:1, eff. Aug. 4, 2019.

Submit legal documentation here: [Agent DBA Registration](#)

What does it mean to be a SPLIT CHECK state?

Split Check: *The title 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 title company or closing attorney will provide you with your commission check. 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.