



# HAWAII AGENT FAQ

Your guide to everything eXp HI!\*

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

**Emily Fraser** - Designated Managing Broker (DMB)

**Isaiah Block** - Managing Broker (MB)

**Kamalani Duerksen** - Managing Broker (MB)

**Kelly Kanoa** - Managing Broker (MB)

**Blanche Jones** - Managing Broker (MB)

**Aikane Belez** - Contract Compliance Analyst (CCA)

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

**Office Phone:** (808) 725-2794

**Best Practice** - Use the [Broker Support Schedule](#) and contact the broker on duty.

Email [hi.contracts@exprealty.net](mailto:hi.contracts@exprealty.net) for contract & listing review and to send documents for electronic signature.

**Federal Tax ID** #20-8369429

**Real Estate License #:** RB-21841

**GE Tax #:** GE-043-810-6112-01

**HUD NAID#** EXPRLT9466

500 Ala Moana Blvd #7-400, Honolulu, HI 96813

**Office Phone Number:** (808) 725-2794

**Office Fax #:** 1-833-653-6294

**State License number:** RB-21841

# MEET OUR HAWAII BROKERS



*Emily Fraser*  
Designating Managing  
Broker



*Isaiah Block*  
Managing Broker



*Kelly R Kanoa*  
Managing Broker



*Blanche Jones*  
Managing Broker



*Kamalani Duerksen*  
Managing Broker

## **Administrative Support Analysts**

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

### **Abby Barca**

[Hi.admin@exprealty.net](mailto:Hi.admin@exprealty.net)

### **Reed Barrientos**

[Hi.admin@exprealty.net](mailto:Hi.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.

### **Aikana Belez**

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

[Hi.transactions@exprealty.net](mailto:Hi.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](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?

[Hawaii State- Library of 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.

- [State WP Group](#)
- [Hawaii State Referral Group](#)

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

Hawaii Self Help Room: [Self Help Room](#)

Hawaii State Website: [Hawaii State Website](#)

Hawaii Resource Guide: [Standards of Practice](#)

## 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 3rd week of the month - [Google Meets](#)

## What are the state policies and procedures?

[Policies & Procedures](#)

## Licensing

Please go to the State [Licensing Department](#) 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 [hi.broker@exprealty.net](mailto:hi.broker@exprealty.net) **AND** [marketing@exprealty.net](mailto:marketing@exprealty.net)

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

Yes, however, your alias name must be registered with the DCCA. If you do not have a trade name registered with the DCCA then you must use your legal licensed name.

## MLS/Associations

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

[Realtors Association of Maui](#)

[Honolulu Board of Realtors](#)

[West Hawaii Association of Realtors](#)

[Hawaii Island Realtors Association](#)

[Kauai Board of Realtors](#)

[Hawaii Information Service](#)

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

[Hawaii License Transfer Instructions](#)

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

[eXp Realty Onboarding Guide](#)

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

[hi.admin@exprealty.net](mailto:hi.admin@exprealty.net)

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

[Onboarding 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 (STATE) AAC?

- Ashley Wasson
- Misti Padilla
- Sam Roy
- Sherine Duncan
- Dustin Cronhardt
- Megan Sells
- Mechelle Lindsey

### 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?

PO Box 840585  
Los Angeles, CA 90084-0585

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

Please send via electronic signature program to [hi.broker@exprealty.net](mailto:hi.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 Hawaii Association of Realtors forms will be located in Zipforms. All eXp related forms will be found in Skyslope under Working Documents.

### 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

### Where do I send rejected offers?

Rejected offers on eXp Realty listings must be uploaded to Skyslope and retained for three years.



## Can my commission be paid to my LLC?

No. Hawaii licensing law prohibits a brokerage firm to pay commission to non licensed entities (for example an LLC). Therefore all payments must go to a legal licensed agent and must be addressed to the agent's legal licensed name.

## 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.*

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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.