



NEW MEXICO AGENT FAQ

Your guide to everything eXp NM!*

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 > New Mexico Broker Room.

Or use the direct link to bypass the welcome area! [New Mexico Broker Room](#)

****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 State team and how do I contact them?

Broker Team



Marc Guggino - (505) 328-4892

Designated Managing Broker

eXp EIN#: EXP 20-8369429

State Broker NRDS #: 616008356

HUD NAID# EXPRLT9448

Broker Licenses & Address: *(addresses are not to be used as an agent's mailing address!)*

Albuquerque Office 100 Sun Ave. NE Ste 650 Albuquerque, NM 87109 (505) 554-3873 State Broker License: 18253	Santa Fe Office 549 Guadalupe St. #202 Santa Fe, NM 87501 (505) 466-5110 State Broker License: 20535	Las Cruces Office 1990 E. Lohman Ave. Las Cruces, NM 88001 (575) 524-6800 State Broker License: REC-2022-0581
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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.



Janet Burks, Contract Compliance Analyst and Managing Broker
(505) 401-0252

Administrative Support Analysts

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



Lauren Budner, Sr. Administrative Support Analyst
lauren.budner@exprealty.net
(564) 888-2434

Transaction Settlement Analysts

Our Transaction Settlement are amazing people who work diligently behind the scenes 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!

If you have questions or concerns about your Disbursement Authorization Agreement or need to make corrections, please send an email to:

Individual Transactions: nm.transactions@exprealty.net

Team Transaction: nm.teamtransactions@exprealty.net

Expert Care Concierge

The 24/7, 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: [HERE](#)

Assistance in multiple languages available!

State Resources, Trainings

When are the state meetings and trainings?

Click [HERE](#) to find our next state training. You can filter and find any and all eXp and state specific training, here's a look at our regularly scheduled events.



Monthly Meetings

Every Monday of Each Month

10am MST - Coffee Meet Up w/ Marc

1st & 3rd Tuesday of Each Month

10am MST - State Meeting

Every Wednesday of Each Month

10am MST - Contracts Class

Last Thursday of Each Month

10am MST - Skyslope 101

Watch out for reminders! Meeting Times and Locations Subject to Change

Where can I find past state meetings, trainings, and newsletters?

[New Mexico Resource Library](#)

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 Mexico State Group](#)

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

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

New Mexico State Website: [HERE](#)

New Mexico Resource Guide: [📖 NM Resource Library 2024](#)

New Mexico New Agent Welcome Package: [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.



exp[®]
REALTY

NATIONAL TRAINING

MOUNTAIN

Tues > 1:00 PM
Thurs > 9:00 AM

- Getting Started
- Skyslope Basics
- Lead Opportunities
- Getting Paid Quickly

Wed > 1:00 PM

- kvCore Overview
- Lending Smarts

exp.world/nationaltrainingauditorium

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.

¡También los tenemos en español!

For state specific training our state Orientation is held once a month via Google Meet.

What are the state policies and procedures?

[New Mexico State P&P](#)

Licensing

Please go to the [New Mexico Regulation & 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 nm.broker@exprealty.net AND marketing@exprealty.net

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

[New Mexico Real Estate License Law and Real Estate Commission Rules](#)

MLS/Associations

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

[Local NM Boards](#)

NM Association of REALTORS® Legal Hotline

(505) 982-2442

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 nm.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 New Mexico?

Follow these steps:

[NM Plus Licensing Guide 12.23](#)

I just got licensed! What are my next steps?

Check out this helpful [Welcome Package!](#) It can guide you through the process once you have passed the test and received your license. Most importantly, you'll want to get signed up for your local Association and MLS. Once you have received your membership, please send us a confirmation email to NM.Broker@eXpRealty.net

Who can I contact to check on my onboarding status?

[Contact the State ASA: Lauren Budner](#)

Lauren Budner, Administrative Support Analyst

lauren.budner@exprealty.net

(564) 888-2434

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 New Mexico 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?

Lockbox Services 913328
EXP Realty, LLC
1750 Lincoln Street
Denver, CO 80274-0002

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

Please send via electronic signature program to nm.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?

You will get all of your contracts and forms provided by your local association of realtors.

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?

This will depend on what kind of transaction you are working on, this will be determined in Skyslope once the transaction has been input.

Can my commission be paid to my LLC?

Yes, as long as you are actively licensed in that state and it is set up accurately in Skyslope.

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.