



FLORIDA AGENT FAQ

Your guide to everything eXp FL!*

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 > Florida Broker Room.

Or use the direct link <https://exp.world/flbrokerroom> to bypass the welcome area!

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

Broker Team



Meet your Broker Team
Email: FL.broker@exprealty.net
Hotline: 888-883-8509



Hanan "Ann" Shahin
Designated Managing Broker

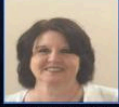
 <p>Russ Chiodo Managing Broker</p>	 <p>Tonya John Managing Broker</p>	 <p>Michele Williams Managing Broker</p>	 <p>Frank Rodriguez Managing Broker</p>	 <p>Annabelle Sireci Managing Broker</p>	 <p>Michelle Naranjo Managing Broker</p>	 <p>Yanira Teitelbaum Managing Broker</p>	 <p>Laura Muno Managing Broker</p>
<p>COMMISSION MAILING ADDRESS: EXP Realty LLC PO Box 947854 Atlanta, GA 30394-7854</p>				<p>Corp. License: CQ1037043 Company NRDS #: 0261010944 State Broker License: BK3228393 State Broker NRDS #: 495501136 Company EIN #: 20-8369429 Corporate License Address: <i>(this address is not to be used as an agent's mailing address!)</i> 10752 DEERWOOD PARK BLVD. SUITE 100 JACKSONVILLE FL 32256</p>			
<p>COMMISSION OVERNIGHT ADDRESS: Lockbox Services #947854 EXP Realty LLC LBX # 947854 3585 Atlanta Ave. Hapeville, GA 30354</p>				 <p>Gail Karger Managing Broker</p>	 <p>Patricia Solivan Managing Broker</p>	 <p>Dawn Williams Managing Broker</p>	 <p>Denny Placencia Managing Broker</p>

Administrative Support Analysts Team

An Administrative Support Analyst (ASA) assists the Broker Team with day-to-day operations.



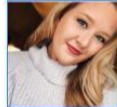
Meet your ASA Team
 ASA = Administrative Support Analyst
 Email: FL.Admin@exprealty.net



Judy Grinestaff
 Lead Admin Support Analyst



Tina Cox
 Admin Support Analyst/Lead Asst



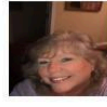
Laura Askew
 Admin Support Analyst/Lead Asst



Lynn Flood
 Admin Support Analyst/Lead Asst



Scott DeLorie
 Admin Support Analyst



Margaret Bove
 Admin Support Analyst



Dianne Darabi
 Admin Support Analyst



Jill Setosta
 Admin Support Analyst



Sal Piloton
 Admin Support Analyst



Ana Adame
 Admin Support Analyst



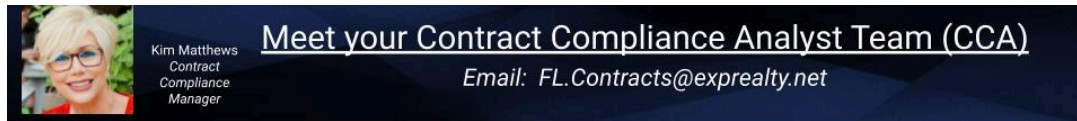
Mickey Sanchez
 Admin Support Analyst



Kim Cuizon
 Admin Support Analyst

Contract Compliance Analysts Team

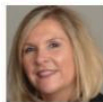
Our Contract Compliance Analysts (CCA) review your files in Skyslope and ensure the required documents are submitted promptly for each transaction. They will let you know if you need something or to be corrected.



Meet your Contract Compliance Analyst Team (CCA)
 Email: FL.Contracts@exprealty.net



Kim Matthews
 Contract Compliance Manager



Dee Haren
 Lead Senior Contract Compliance Analyst



Leigh Gosen
 Contract Compliance Analyst/Anchor



Yvonne Karlsson
 Contract Compliance Analyst/ MB



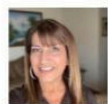
Kaili Brenneman
 Lead Senior Contract Compliance Analyst/Trainer



Cortney Pearson
 PR Coordinator/ Contract Compliance Analyst



Andrew Rhoades
 Contract Compliance Analyst



Evelyn Suarez
 Contract Compliance Analyst



Jaly Ortiz
 Contract Compliance Analyst



Sandra Tejada
 Contract Compliance Analyst



Rowie Mamaril
 Contract Compliance Admin

Transaction Settlement Analysts Team

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 ensure your transaction info is recorded in Enterprise. They help get you paid!

Meet Your Transactions Specialist Analyst Team! (TSA)

Email: FL.transactions@exprealty.net or if on a team FL.teamtransactions@exprealty.net

TEAM AGENT SUPPORT



Francine Sell-Phillips
Transaction Settlement
Manager



Lee Polites
Team Lead



Saily Garcia
Team Lead

Amanda Seebass
Svensson
Keeley Sullivan
Stephanie McIntosh
Nikki Denlinger
Tara Kimsey
Erica Thompson
Geoff Druin

INDIVIDUAL AGENT SUPPORT



Sharon Smith
Transaction Settlement
Manager



Melissa Di
Filippo-Kitchens
Team Lead



Eli
Olmstead
Team Lead

Suzanne Kramer
Becca Kutcha
Alliesa Salenga
Angie Croston
Becca Roop
Brent Boucher
Dana DiPasquale
Denisse Nguyen
Elle Reglos
Lori Anderson
Stephanie Durham
Teresa Bello
Yiadelin Santana

Expert Care Concierge Team

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.

EXPERT CARE DESK

The eXp Expert Care Desk is THE place to ensure your questions are answered and your problems are solved. Our goal is to provide you, our eXp agents, with quick responses to information and decisions so you can focus on your business.

EXP PROGRAMS & PLATFORMS

- eXp Solutions
- Platform Access & Support
- Mentor Program
- Agent Healthcare
- Agent Equity Program
- Join Application
- Guest Passes
- eXp World
- ICON Program

STATE SPECIFIC

- When/Where are Broker Meetings
- Contact information
- Brokerage information
- Onboarding
- Join Status Updates

TECH SUPPORT

- General Support & Troubleshooting
- Passport Reset Requests
- kvCore Opt In
- kvCore Support
- Log In Issues
- Twilio personal extensions

ACCOUNTING

- General Billing Questions
- Direct Deposit Updates
- Initiating Investigations
- VersaPay
- Revenue Share & Stock program

GENERAL

- General How-To's
- W-9 Updates
- Email Forwarding Updates
- Regus Sign Up
- Reapply Requests
- eXp University
- E&O
- Production Leaderboard

To visit:
exp.world/expertcare

GET IN TOUCH

Email:
expertcare@exprealty.net

Phone:
833-303-0610

24/7
SERVICE

Scan to save contact info!

Phone: (833) 303-0610

Email: ExpertCare@exprealty.net

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

Assistance in multiple languages is available!

State Resources, Training

When are the state meetings and trainings?

Click [HERE](#) to find our next state training. The dates are listed in the right-hand column of the calendar.

Where can I find past state meetings and trainings?

[LINK HERE TRAINING AND 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. All state updates, news, and alerts will be shared here. Check here daily for the most up-to-date knowledge.

- [LINK TO FLORIDA STATE GROUP HERE](#)
- [LINK TO FLORIDA CONTRACT COMPLIANCE GROUP](#)
- [LINK TO FLORIDA IN REAL-LIFE EVENTS GROUP](#)
- [LINK TO FLORIDA LISTINGS GROUP](#)
- [LINK TO FLORIDA STATE REALTY REFERRALS GROUP](#)
- [LINK TO FL STATE TRAINING AND VIDEO LIBRARY GROUP](#)
- [LINK TO FLORIDA RECOMMENDATIONS GROUP](#)
- [LINK TO THE KNOWLEDGE LIBRARY](#)

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

Florida Self Help Room: <https://exp.world/flbrokerroom#conference-1>

Florida State Website: <https://us.exprealty.com/states/florida/>

Florida Knowledge Library on workplace

<https://exprealty.workplace.com/work/knowledge/6828709330507755>

Florida Agent Briefcase <https://bit.ly/3pW9e3b>

Florida Resource Guide:

<https://docs.google.com/document/d/1tOCd-3Ftss2kuY0YBylHIJP7hk5LBead7VPbKNL0gkw/e dit?usp=sharing>

eXp Florida Past Newsletters:

<https://drive.google.com/file/d/1uYaBUk00g6IX4-Atnll-R-f-28H4OW7v/view?usp=sharing>

Is there training for an agent new to eXp?

Yes, there is! eXp has 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. [HERE](#)

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

For state-specific training, our state orientation is held on Mondays at 10:00 am EST in the Florida Auditorium. [HERE](#)

What are the state policies and procedures?

<https://us.exprealty.com/wp-content/uploads/2023/12/Florida-PP-12.22.23.pdf>

Licensing

Please go to

(<http://www.myfloridalicense.com/DBPR/real-est><http://www.myfloridalicense.com/DBPR/real-estate-commission/ate-commission/>)

for any state licensing questions you may have.

How to get licensed in Florida [HERE](#)

Marketing

Do I need advertising approval?

Yes! Please send a screenshot of all advertising and marketing materials for approval **before printing** to FL.broker@exprealty.net AND marketing@exprealty.net

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

<https://www.floridarealtors.org/law-ethics/library/realtor-advertising-rules-florida>

MLS/Associations

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

<https://drive.google.com/file/d/1NSrh0xxJ3HSrXzqEIFw6VZWPrvZTrePR/view?usp=sharing>

FL Legal Hotline

<https://www.floridarealtors.org/tools-research/legal-hotline>

407-438-1409

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 the 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 FL.broker@exprealty.net with your name and official offboard date.

Your state team will email you an Exit Survey that you must complete in order for the offboard process to be finalized.

Onboarding

How do I transfer my license to eXp Florida?

[How to get your license in Florida](#)

An agent will go to the join eXp website and fill out an application: <https://join.exprealty.com/>

Once you are in the license transfer stage, please respond to the ****Please respond-License Transfer Information Needed**** email and answer those questions to finish your onboarding.

I just got licensed! What are my next steps?

An agent will go to the website and fill out an application: <https://join.exprealty.com/>

Who can I contact to check on my onboarding status?

Email FL.Admin@exprealty.net

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

[Follow the Florida Roadmap for more information](#)

[Follow the Agent Briefcase Brand new Agents Start here folder](#)

[Funnels of Communication](#)

For anything outside of 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?



Where can I find more information on this program?

State /Province Agent Advisory Council Overview and FAQ [HERE](#)

Transactions, Contracts & Forms (Oh, my!)

Where do I have my commission checks mailed to?

COMMISSION MAILING ADDRESS:

EXP Realty LLC
PO Box 947854
Atlanta, GA 30394-7854

COMMISSION OVERNIGHT ADDRESS:

Lockbox Services #947854
EXP Realty LLC
LBX # 947854
3585 Atlanta Ave. Hapeville, GA 30354

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

Please send via electronic signature program to Hanan Shahin @ FL.sign@exprealty.net

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?

[MLS FORMS SIMPLICITY](#)

[Zipforms Plus](#)

[Transaction Desk](#)

[Or you can upload forms into your skyslope watch demo video here](#)

[How to find my skyslope forms](#)

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

[LINK to find my forms](#)

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?

Can my commission be paid to my LLC?

[Yes-](#)

<https://www.floridarealtors.org/news-media/news-articles/2021/04/path-associates-form-pa-llc-or-pllc>

What does being a (SINGLE CHECK/SPLIT CHECK) state mean?

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.*

Split Check: *The title company or closing attorney can pay the agent directly. The closing company will create two 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.