



NORTH CAROLINA AGENT FAQ

Your guide to everything eXp NC!*

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

Meet the NC Leadership Team

 Corean Hamlin DMB NC.LakeNorman@xpRealty.net	 Rhonda Adams DMB NC.Sandhills@xpRealty.net	 Ray Alexander MB NC.Triad@xpRealty.net	 Tiffany Maddux MB NC.Triangle@xpRealty.net	 Dave Noyes MB NC.Weestern@xpRealty.net	 Colleen Rhynders MB NC.Eastern@xpRealty.net
 AnnMarie Adams MB NC.Coastal@xpRealty.net	 Courtney Thomas MB NC.Ballantyne@xpRealty.net	 Gina Van Benthuyzen MB NC.Raleigh@xpRealty.net	 Morgen Daniels MB NC.Charlotte@xpRealty.net	 Alyssa Mitchem MB nc.piedmont@xpreatlyt.net	

Not sure who your MB is?
Login to your [Licensee Record](#) on NCREC
PLEASE NOTE: it can take up to 30 days for NCREC to update
your license on their site

HUD Principal Broker NAID: EXPRLT9429

Mailing address:

Phone: 888-584-9431

Administrative Support Analysts

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

Mona Marinduque - Lee Kristine Macapundag Decena Karrie Byers

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.

nc.contracts@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!

nc.transactions@exprealty.net (solo agents)

nc.teamtransactions@exprealty.net (teams)

SynOps@exprealty.net (mega teams)

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.

nc.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?

[NC On Demand 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.

- [NC State Group](#)
- [NC Events](#)
- [NC Referral Group](#)
- [NC Provisional Broker Group](#)
- NC Regional Groups - Varies based on location

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

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

NC State Website: [NC Agent Center](#)

NC Resource Guide: [NC Agent Guide](#)

eXp NC Past Newsletters: [Weekly Newsletters](#)

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 Orientation, also called NC Agent Guide is held every Thursday at 10:15am in the [NC State Auditorium](#).

What are the state policies and procedures?

[NC Policies & Procedures](#)

Licensing

Please go to [NCREC.gov](#) 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 nc.broker@exprealty.net **AND** marketing@exprealty.net

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

Please review [A Rose by Any Other Name](#)

MLS/Associations

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

(https://docs.google.com/document/d/1LIWhAz_lgiBlorjUbe9dsYQlhTkfM_NnOVZ03O2Gi7E/edit?usp=sharing)

NC REALTORS Legal Hotline

336-294-1415

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 nc.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)?

Broker team has to do on their end

I just got licensed! What are my next steps?

Please complete the [NC Form](#)

Who can I contact to check on my onboarding status?

Karrie Byers karrie.byers@exprealty.net.

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

Please review the [NC Agent Guide](#)

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?



Cathy Burns



Karen Foster



Nakia Evans



Al Dirusso



Justin Purnell



Melissa Plemmons



Mary Helen Letterle



Kim Crouch



Victoria Melton

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?

Regular Mail

eXp Realty LLC
PO Box 603506
Charlotte NC 28260-350

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

Please send via electronic signature program to nc.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?

In skyslope forms in the library

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?

[Skyslope Checklist Cheat Sheet](#)

Where do I send rejected offers?

Please review the Skyslope [Pre Contract Workflow](#)

Can my commission be paid to my LLC?

You must have a firm license to be paid through an LLC

What does it mean to be a SINGLE CHECK state?

Single Check: *The commission is paid directly to the 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.*

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.