



# WEST VIRGINIA AGENT FAQ

Your guide to everything eXp WV!\*

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



WV Broker  
304-551-2177  
**exp**  
REALTY

Angela Crawford, Broker  
[wv.broker@exprealty.net](mailto:wv.broker@exprealty.net)  
(304)551-2177

Broker License# WVB220300797

NAID# EXPRLTY9430

Office Address: 6294 East Pea Ridge Rd  
Huntington, WV 25705

Office Phone: 877-477-1901

#### Administrative Support Analysts

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



Shannon Mayes, ASA  
shannon.mayes@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.

Stephen Beer  
stephen.beer@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!

Terry Maddux  
terry.maddux@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.

Tifanie Coloma  
tifanie.coloma@exprealty.net

**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?

[Past recorded meetings/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.

- [West Virginia State Workplace Page](#)

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

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

WV State Website: <https://us.exprealty.com/states/west-virginia/>

WV Resource Guide: [WV Resource Guide](#)

eXp WV Past Newsletters:  WEST VIRGINIA STATE 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 training our state Orientation is held via a one-on-one call with the broker. Reach out to Angela to schedule a call.

## What are the state policies and procedures?

[West Virginia P&P](#)

### Licensing

Please go to the West Virginia Real Estate Commission [page](#) 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 [wv.broker@exprealty.net](mailto:wv.broker@exprealty.net) AND [marketing@exprealty.net](mailto:marketing@exprealty.net)

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

No

### MLS/Associations

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

[West Virginia Board Map](#)

**WVAR Legal Hotline**

**1-800-711-5254**

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

To transfer your existing WV license to eXp, follow these steps:

1. WV law requires that you inform your current broker in writing of your intent to move your license.
2. Complete the broker change form found [here](#). You will need a notarized signature from yourself and your current broker. The company number for eXp is 5305-00 and the company phone number is 877-477-1901. Broker's name is Angela Crawford.
3. Send the completed form with your payment to the WV Real Estate Commission.
4. Once the Commission processes the payment and change of broker form, they will email the license to the WV broker.
5. When your license is received by the WV broker, you will receive a welcome email from the WV broker and you will be moved forward in the Join App.

You CANNOT practice Real Estate in WV until eXp holds your license.

If you are bringing any listings or sales transactions with you to eXp, please reach out to the WV broker at [wv.broker@exprealty.net](mailto:wv.broker@exprealty.net).

Should you have any questions or need assistance with your application, please reach out to our transitions team at [agentonboarding@exprealty.net](mailto:agentonboarding@exprealty.net).

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

**As a new, never been licensed agent, the WV broker will need to complete your sponsor form found [here](#) in order for you to sit for the real estate license exam. Fill in the form with your information and your recommendations and have notarized. Email the form to [wv.broker@exprealty.net](mailto:wv.broker@exprealty.net). The WV broker will sign and have notarized, then email it back**

to you. You will then be able to upload the completed form to the WVREC and pay the fee online in order to sit for the exam. Once you pass the exam, you will need to reach out to the Commission for the next steps. When the Commission processes your application, they will email your license to the WV broker. When your license is received by the WV broker, you will receive a welcome email from the broker and you will be moved forward in the Join App.

You CANNOT practice Real Estate in WV until eXp holds your license.

Should you have any questions or need assistance with your application, please reach out to our transitions team at [agentonboarding@exprealty.net](mailto:agentonboarding@exprealty.net).

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

Shannon Mayes, ASA  
[shannon.mayes@exprealty.net](mailto:shannon.mayes@exprealty.net)

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

N/A

---

*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?**

These amazing agents include [Christine Adkins - VA & WV](#), [Susan Wathen, ICON Agent, Certified Mentor, Relo, eXp Military Network](#), [Derek Villers](#), [Christopher Thomas](#), & [Shannon Welsh](#).

## **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 716426  
Philadelphia, PA 19171-6426

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

Please send via electronic signature program to [wv.broker@exprealty.net](mailto:wv.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?**

Contracts and forms will come from your Board/MLS.



## 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?

### Listings -

Residential Listing Agreement

Notice of Agency - eXp

eXp ABA Disclosure

eXp Wire Fraud

MLS Sheet

Lead Based Paint Disclosure (-1978)

only upload the LBP disclosure

Property Tax Profile

Property Disclosure or Latent Defects Addendum

### Sales Documentation -

Purchase Contract

Notice of Agency - eXp

Notice of Agency - other brokerage

eXp Affiliated Business Arrangement Disclosure

eXp Wire Fraud Advisory Notice

MLS Sheet or Commission Agreement

EMD Receipt If Applicable

Lead Based Paint Disclosure (-1978)

Lead Based Paint Booklet (-1978)

Property Disclosure or Latent Defects Addendum If Applicable

Invoices Paid If Applicable

Chattel Agreement If Applicable

Wood Destroying Insect Report If Applicable

Addenda If Applicable

Additional Documents            If Applicable  
Termination / Release        If Applicable  
Agency Policy Disclosure - EXP  
Buyer Agreement

## Can my commission be paid to my LLC?

Yes

## What does it mean to be a SINGLE CHECK state?

**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.*

---

***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.