



KENTUCKY AGENT FAQ

Your guide to everything eXp KY!*

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.

Kentucky Information & Contacts

How do I find the Kentucky Broker Room?

Our Kentucky 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 > (Kentucky) Broker Room.

Or use the direct link ([HERE](#)) to bypass the welcome area!

Who is my Kentucky team and how do I contact them?

Broker Team

DMB - Elizabeth Monarch
MB - Ben Schreiber
WP Chat for quickest response
KY.Broker@exprealty.net
Broker License #202165

Office Information:
2303 Hurstbourne Village Dr, Ste. 300
Louisville, KY 40299

Kentucky Main Office phone # and fax line
1-888-624-6448

eXp Federal ID/EIN # 20-8369429
eXp KY NAID HUD # EXPRLT9440

Administrative Support Analysts

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

Cassie Price
cassie.price@exprealty.net
WP Chat for quickest response

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.

Lindsey Riecken

ky.compliance@exprealty.net

WP Chat for quickest response

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!

Andrew Humphrey - Lead

Gracey Gupta - Individuals

Transaction Settlement Specialist

KY.Transactions@exprealty.net

Danielle Butters - Teams

Transaction Settlement Specialist

KY.TeamTransactions@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

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

Assistance in multiple languages available!

Kentucky Resources, Trainings

When are the Kentucky meetings and trainings?

Click [HERE](#) to find our next Kentucky training. They will be listed in the right hand column of the calendar.

Where can I find past Kentucky meetings and trainings?

Workplace - Kentucky State Group under the Learning Tab.

[\(CLICK HERE\)](#)

Where else can I find Kentucky 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 Kentucky updates, news, and alerts will be shared. Check here daily for the most up to date knowledge.

Kentucky State Workplace Group [\(CLICK HERE\)](#)

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

Kentucky Website: [\(CLICK HERE\)](#)

Kentucky Resource Guide: [\(CLICK HERE\)](#)

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. 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 Kentucky specific training our Kentucky Orientation is held 1st and 3rd Tuesday of each month at 10 am EST (directly after our 9am KY State Meeting) held in exp.world/kyauditorium

What are the Kentucky policies and procedures?

[\(CLICK HERE\)](#)

Licensing

Please go to krec.ky.gov for any Kentucky 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 KY.broker@exprealty.net **AND** marketing@exprealty.net

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

[201 License Status and Individual Information Form](#)

MLS/Associations

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

[\(CLICK HERE\)](#)

KREC Legal Hotline

(502) 564-7760

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 ky.broker@exprealty.net with your name, and official offboard date.
- Send a Workplace chat to your Kentucky Broker or ASA with your email, and official offboard date.

Your Kentucky 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 (Kentucky)?

[\(CLICK HERE\)](#)

I just got licensed! What are my next steps?

[\(CLICK HERE\)](#)

Who can I contact to check on my onboarding status?

Cassie Price - cassie.price@exprealty.net or ky.broker@exprealty.net

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

[Kentucky License Transfer Instructions](#)

For anything not covered in this Kentucky-specific section, please see below.

US Agent Center Onboarding Website [HERE](#)

ALMOST everything you need to know about onboarding with eXp.
See below for Kentucky specific information and instructions.

Kentucky Agent Advisory Council

What is the Kentucky 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 (Kentucky) AAC?



Stephanie Gilezan



Ryan Rutman



Ryan Keeton



Colleen Walker



Lindsay Heeger



Bob Sophiea



Sara Gipson



Carma Mangan

2024 Kentucky

▶ AGENT ADVISORY COUNCIL ◀

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?

Indicated on your CDA (Commission Disbursement Authorization) form in Sky Slope for each transaction.

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

Email via your preferred eSignature system (not as a pdf) with Elizabeth Monarch's name as the broker and email it to ky.sign@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?

https://drive.google.com/drive/folders/1VriU9t8Kv91sRHu91CsMAD8toehikYr1?usp=drive_link

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?

 KY Checklists

Where do I send rejected offers?

Send rejected offers to kentuckyoffice@skyslope.com

Subject line: Rejected offer "property address".

Can my commission be paid to my LLC?

No

What does it mean to be a (SINGLE CHECK) Kentucky?

Single Check: *The commission is paid directly to the to eXp Realty and then the brokerage pays the agent via direct deposit. This is Kentucky specific and if you are not sure about your Kentucky - please check with your Kentucky broker team.*

For anything not covered in this Kentucky-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 Kentucky-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.