



IOWA AGENT FAQ

Your guide to everything eXp IA!*

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 > IA Broker Room.

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

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

Designated Managing Broker



John Stark

Iowa Designated Managing Broker

Broker Email:
ia.broker@exprealty.net

Broker Office Hours:
Monday-Friday 9AM - 3PM CST

Phone# (833) 835-5566

HUD NAID: XPRLTY9435 LIC #: F05969000

Firm Address:
**5550 Wild Rose Lane Ste 400 West Des Moines,
IA 50266**

Managing Broker



Tracy Cherney

Managing Broker

Broker Email:
tracy.cherney@exprealty.net

Broker Office Hours:
Monday-Friday 9AM - 3PM CST

Fuze # (360) 312-3887



Craig Temple

Managing Broker

Broker Email:
craig.temple@exprealty.net

Broker Office Hours:
Monday-Friday 9AM - 4PM CST

Fuze # (515) 805-2991

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.



Michelle Ternes

Contract Compliance Analyst / MB

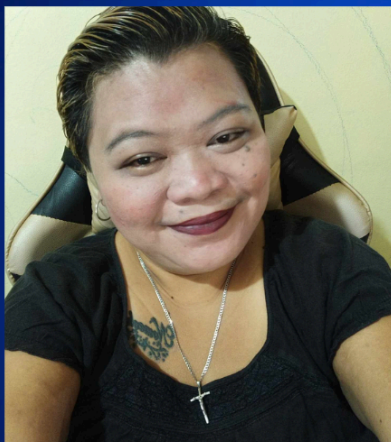
Broker Email:
michelle.ternes@exprealty.net

Broker Office Hours:
Monday-Friday 7AM - 3PM CST

Fuze # (360) 946-2932

Administrative Support Analysts

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



Zarah Espejo

Administrative Support, Analyst

Email:
zarah.venidaespejo@exprealty.net

Broker Office Hours:
Monday-Friday 8AM - 5PM CST

Fuze # (360) 450-0876

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!

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?

[IA STATE GROUP](#)
[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. This is where all state updates, news, and alerts will be shared. Check here daily for the most up to date knowledge.

- [IA STATE GROUP](#)
- [IA LISTINGS & REFERRALS](#)

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

IA Self-Help Room: <https://exp.world/iabrokerroom#conference-1>

IA Resource Guide: <https://us.exprealty.com/states/iowa/>

eXp IA Past Newsletters: [SILOS TO SUBURBS](#)

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 in <https://exp.world/iabrokerroom#welcome>

What are the state policies and procedures?

[2024 Iowa P & P](#)

Licensing

Please go to <https://dial.iowa.gov/about/boards/real-estate> 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 ia.broker@exprealty.net **AND** marketing@exprealty.net

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

Contact John Stark. IA DMB, if you want to make these changes.

MLS/Associations

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

- [Cedar Rapids Area Association of REALTORS®](#)
- [Central Iowa Board of REALTORS®](#)
- [Des Moines Area AOR](#)
- [East Central Iowa Association of REALTORS®](#)
- [Fort Dodge Board of REALTORS®](#)

- [Greater Mason City Board of REALTORS](#)
- [Iowa City Area AOR, Inc](#)
- [Iowa Association of REALTORS® MLS](#)
- [Iowa Great Lakes BOR](#)
- [Muscatine Board of REALTORS®](#)
- [My State MLS](#)
- [Northeast Iowa Regional BOR](#)
- [Northwest Iowa Regional BOR \(NWIA\)](#)
- [Quad City Area Realtors](#)
- [Southeast Iowa Regional BOR](#)
- [Southwest Iowa AOR](#)
- [West Central Iowa Board of REALTORS®](#)
- [RMLS Alliance, LLC](#)

IAR Legal Hotline

You may ask a question to the IAR Broker Legal Hotline by calling 515-309-9358 or by emailing legalhotline@iowarealtors.com during the scheduled hotline hours. Our attorney will review your question and respond accordingly. Your question may be used for educational purposes and shared with other members (excluding identifying information) to help provide education for members about lowering the risk to the profession.

Hours

The IAR Broker Legal Hotline will generally be available for IAR Brokers during the hours posted below, excluding holidays and both IAR and NAR conferences and meetings. Only questions directed to either 515-309-9358 or legalhotline@iowarealtors.com will be answered.

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 ia.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 Iowa?

<https://dial.iowa.gov/about/boards/real-estate>

I just got licensed! What are my next steps?

[IA LICENSE TRANSFER INSTRUCTIONS](#)

Who can I contact to check on my onboarding status?

[POC FOR ONBOARDING IN IA STATE](#)

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.

Agent Advisory Council

What is the Agent Advisory Council (AAC)?

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 Iowa AAC?



You can reach out to the AAC through workplace chat.

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?

EXP Realty LLC
PO Box 850813
Minneapolis, MN 55485-0813

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

Please send via electronic signature program to ia.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?

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 Iowa Seller Checklists Required Docs](#)

[Skyslope Buyer Checklists Required Docs](#)

Where do I send rejected offers?

IowaOffice@Skyslope.com

Can my commission be paid to my LLC?

YES

Preferred Lenders

- [America's Preferred Home Warranty](#)
- [Success Lending](#)
- [Real Clear Settlement](#)

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](#)

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.