



eXp Realty

Policy and Procedures

These Kansas Policies and Procedures (“KS P&Ps”) of eXp Realty comprise an integral and material part of the eXp Realty U.S. Policies and Procedures (“eXp P&Ps”), and are expressly incorporated by this reference into the eXp Realty Independent Contractor Agreement (“ICA”) as though fully set forth herein. Unless otherwise defined in these KS P&Ps, capitalized terms used herein shall have the meanings ascribed to them in the eXp P&Ps and the ICA.

Table of Contents

[GENERAL KANSAS POLICIES](#)

[COMPANY INFORMATION](#)

[Broker Hotline](#)

[State Website](#)

[Contact Information](#)

[Brokerage Team](#)

[eXp Broker Room Office Hours](#)

[HOW TO CONNECT](#)

[eXp World](#)

[Workplace](#)

[Workplace Chat](#)

[Agent Orientation](#)

[eXp University](#)

[ADVERTISING POLICY](#)

[MLS's WHO HAVE OPTED OUT OF THE NAR SETTLEMENT](#)

[eXp ACCESS POLICY](#)

[CLEAR COOPERATION](#)

[AGENCY DISCLOSURE POLICY](#)

[BRANCH OFFICE REQUIREMENTS](#)

[COMMERCIAL REAL ESTATE](#)

[MLS DATA INPUT](#)

[LICENSING](#)

[Continuing Education](#)

[Licensing Law](#)

[OUT OF TOWN OR UNAVAILABLE AGENT](#)

[PROVISIONAL BROKERS or UNIQUE LICENSING STATUS](#)

[TRANSACTIONS](#)

[AGENT FILE REVIEW/BROKER AUDITS](#)

[AGENT SAFETY](#)

[WIRE FRAUD](#)

[EMERGENCY PREPAREDNESS](#)

[DO NOT CALL POLICY](#)

GENERAL KANSAS POLICIES

All Agents doing business in the State of Kansas (KS) with eXp Realty LLC. (“eXp Realty”), are expected to abide by both the eXp Realty U.S. Policies and Procedures (“eXp P&Ps”), located at www.exprealty.com/policies, and these eXp Realty LLC. Policies and Procedures (“KS P&Ps”), To the extent that these KS P&Ps conflict with the eXp P&Ps due to specific Kansas laws or regulations, these KS P&Ps will govern. If there are any questions about these KS P&Ps or the eXp P&Ps in general, contact the State Broker or Managing Broker(s).

COMPANY INFORMATION

Company Name - eXp Realty LLC

Registered DBA - eXp Realty, eXp Realty LLC

Main Address - 9393 W. 110th Street, #500, Overland Park, KS 66210

Main/Office Phone Number - (855) 414-1871 x 101

KREC eXp Real Estate License Number # CO00002496

Kansas HUD NAID # EXPRLT9460

eXp Federal ID/EIN # 20-8369429

Broker Hotline

For convenience, the Boker team is easily accessible by calling 855.414.1871 x 101. This line is monitored by the Designated Managing Broker (DMB), Managing Brokers (MBs), Contract Compliance Analysts and Administrative Support Analyst.

State Website

eXp maintains a resource website for its Agents which is located at eXp Agent website. A secondary site www.exp-ks.com is also available.

Contact Information

Broker Support: State / Local Board or Realtors License Transfer Review & Authorization, Transactional Guidance or Legal Disputes: KS.Broker@eXpRealty.net

Broker Signature of Documents: To obtain Broker signature on contract forms/documents, referral agreements, mutual releases/termination notices, send documents in electronic signature format to ks.sign@exprealty.net.

Contract or Compliance Questions: For contract, Skyslope or compliance questions, payment processing questions, please send an email to: KS.contracts@exprealty.net

Transaction / Commission Questions: ks.transactions@exprealty.net

Onboarding/Offboarding Questions or Support: - ks.onboarding@exprealty.net

Brokerage Team

Designated Managing Broker (DMB) - Chris Cribb

State of KS - Designated Managing Broker

Email: Chris.Cribb@eXpRealty.net

Phone: (816) 982-5990

Workplace: [Chris Cribb](#)

Managing Broker (MB) - Tony Kisivo

Email: Tony.Kisivo@eXpRealty.net

Phone: (913) 424-0567

Workplace: [Tony Kisivo](#)

Managing Broker (MB) - Lea Green

Email: Lea.Green@eXpRealty.net

Phone: (314) 648-5180

Workplace: [Lea Green](#)

Managing Broker (MB) - Deborah Wilkinson

Email: Deborah.Wilkinson@exprealty.net

Phone: (360) 334-6378

Workplace: [Deborah Wilkinson](#)

Lead Administrative Support Analyst (ASA) - Elisha Nyberg

Email: Elisha.Nyberg@eXpRealty.net

Phone: (206) 455-6230

Workplace: [Elisha Nyberg](#)

Administrative Support Analyst (ASA) - Stephanie Williams

Email: Stephanie.Williams@eXpRealty.net

Workplace: [Stephanie Williams](#)

Administrative Support Analyst (ASA) - Dawna Licayan

Email: Dawna.Licayan@eXpRealty.net

Workplace: [Dawna Licayan](#)

Contract Compliance Analyst/MB (CCA/MB) - Leslie Corcoran

Email: Leslie.Corcoran@exprealty.net

Phone: (360) 262-4249

Workplace: [Leslie Corcoran](#)

Contract Compliance Analyst/MB (CCA/MB) - Amanda Vendt

Email: Amanda.Vendt@eXpRealty.net

Phone: (360) 464-1210

Workplace: [Amanda Vendt](#)

Contract Compliance Analyst/MB (CCA/MB) - Rachel Stamm

Email: Rachel.Stamm@eXpRealty.net

Phone: (360) 768-0558

Workplace: [Rachel Stamm](#)

Contract Compliance Analyst/MB (CCA/MB) - Josh Halperin

Email: Josh.Halperin@eXpRealty.net

Workplace: [Josh Halperin](#)

Individual and Teams Transaction Settlement Manager - Megan Teegarden

Email: Megan.Teegarden@eXpRealty.net

Phone: (360) 946-2635

Workplace: [Megan Teegarden](#)

Teams Transaction Settlement Lead - Cecily Garcia

Email: Cecily.Garcia@eXpRealty.net

Phone: (360) 946-2635

Workplace: [Cecily Garcia](#)

Individual Transaction Settlement Lead - Janet Tharpe

Email: Janet.Tharpe@eXpRealty.net

Phone: (360)

Workplace: [Janet Tharpe](#)

Mega/Special Teams Transaction Settlement Manager - Jes Toole

Email: Jessica.Toole@eXpRealty.net

Phone: (360)

Workplace: [Jes Toole](#)

eXp Broker Room Office Hours

- Office hours outlined below are held in the KS/MO State Broker Room. The KS & MO State Broker Rooms have been combined for more efficient operations.
- **eXp State Broker Room - DMB / MB, ASA Staff, CCA/MB Supported Office Hours For All Agents, Partners & Affiliates**
- Staffed on non-holiday(s) Monday-Friday, 8am - 5pm CST
- Or by appointment
- Upon entry to the KS/MO Broker Room, Agents will be greeted by an Administrative Support Analyst (ASA) and asked to sign in. This process is to register the Agent and identify the reason for their visit, as each interaction is processed and tracked to ensure timely resolution and support.

HOW TO CONNECT

eXp World

With Agents across the world, eXp Realty has taken collaboration to the next level through its one-of-a-kind virtual office environment. In eXp World, Agents, Brokers and eXp Realty staff and leadership work together at any time or any place — in real time. Agents have more access to their Managing Brokers, company leadership, and support staff than a traditional brokerage.

Workplace

In an effort to streamline communication, all Agents and staff use Workplace. Not only does it allow everyone at eXp Realty to communicate more effectively and efficiently with one another, it also acts as an internal archive. Workplace Chat allows Agents to reach their MBs and support staff instantly for assistance when needed.

Important Workplace Groups

- [eXp Realty Announcements](#)
- [eXp Brokerage Operations](#)
- [eXp Technology Updates & Announcements](#)
- [eXp Agent Compliance](#)
- [eXp Attraction Services](#)
- [eXp University Library](#)

Workplace Chat

Workplace CHAT is a primary and preferred method of communication for all Agent to Broker team communication. Workplace chat is an instant messaging feature within Workplace that allows Agents from any location to communicate instantaneously with the State Broker team, other eXp Agents or groups of staff/Agents. Specific chat groups can be created for Agents to communicate quickly and effectively with compliance personnel, brokers, or any department within the company. The chat feature is available within the online Workplace system and is also available in app format for android and iOS mobile devices.

Agent Orientation

Agents who are newly licensed or are new to eXp are strongly encouraged to attend state agent orientation. This thorough introduction to 'life at eXp Realty' provides Agents with the necessary resources to begin learning the tools and systems provided by eXp.

The orientation is offered every Tuesday at 10 am. Topics covered include agent tools, state policies and procedures, advertising and marketing requirements and an introduction to the support staff and state broker team.

Orientation is held in the KS/MO State Broker Room Auditorium. A copy of the slides presented at Orientation are emailed to those Agents in attendance. Agents will also be introduced to the State Broker team and will have the chance to talk with team members and introduce themselves or ask questions.

State Classes and Calendar

- a) **State Meeting:** Third Thursday of the month @ 10:00 AM - KS/MO Broker Room Auditorium. Agents are expected to attend the monthly state meeting, as important and valuable information is shared. Each month the previous month's sales figures and rankings are celebrated. Please make every effort to join the state meeting.
- b) **Contract Training:** Second & Fourth Thursdays of the month @ 10:00 AM - KS/MO Broker Room (various rooms)
- c) **Agent Orientation:** Every Tuesday @ 10:00 AM
- d) **Monthly Spotlight:** First Wednesday of the month @ 10:00 AM
- e) **Compliance Meeting:** First Thursday of the month @ 10:00 AM
- f) **Coffee Connection:** Every Tuesday @ 9:00 AM **via Zoom**

All meetings and trainings are held in the KS/MO Broker Room Auditorium except where noted. All times are Central time. Click on the state of MO in order to come to the state broker room in eXp World.

NOTE: All meetings/trainings are recorded & can be viewed on demand in the KS Video Library - [eXp KS Video Library](#)

eXp University

From mentors to new Agents to Agents who just want to absorb all the knowledge they can, eXp University is for everyone ... and from wherever an Agent or team is located. There

are more than 50 hours of live training each week on eXp Realty tools and real estate business best practices. eXp adds new classes and events based on Agents' needs and experience level. The eXp University On-Demand Library allows agents to access training content at their convenience.

Managing Broker Notices & Announcements

Important notices shall be disseminated to Agents via post in the Kansas State Group on Workplace, by email, by in the Kansas eNewsletter, and by presentation in the KS/MO monthly state meetings.

Examples of information to be disseminated include but are not limited to company policies, state and regional law changes, REALTOR® policies, monthly calendar of events, scheduled classes and training, MLS / Board of REALTOR® contract changes or policy updates, company policy changes and announcements and more.

ADVERTISING POLICY

Any printed collateral, websites, social networking sites and postings, and any other communication distributed for the purposes of promoting real estate or soliciting customers and clients on behalf of the Brokerage must comply with Federal and State laws, Kansas Real Estate Commission rules, local MLS/Board of Realtors Rules, the Clear Cooperation Policy and eXp Realty Marketing Standards.

The eXp Marketing Center has a wide variety of approved eXp Branding advertising templates. Thus, all affiliated licensees are encouraged to use these.

This Advertising and Social Media Policy is made and enforced in accordance with the [Kansas Real Estate Commission \("KREC"\)](#) Real Estate Brokers' and Salespersons' Licensing Act.

For the purposes of this regulation and K.S.A. 58-3034 et seq. and amendments thereto, "advertisement" and "advertising" shall mean communication in any form of media between an Agent or other entity acting on behalf of one or more Agents and consumers or the public, for any purpose related to licensed real estate activity.

The terms "advertisement" and "advertising" shall include:

- Business cards
- Signs
- Insignias
- Letterheads



- Telephone Voicemail
- Electronic mail
- Radio, television, newspaper and magazine advertisements
- Internet advertising
- Websites
- Social media or social networking
- Display or group advertisements in telephone directories
- Billboards.

The following advertising requirements must be observed by all Agents at all times. “Brokerage name” and “eXp Realty LLC” are the same for these purposes.

1. ALL advertising MUST include disclosure of the Brokerage name. It is prohibited for an Agent to advertise a property as for sale or rent without disclosing their status as a licensee. The Brokerage name, eXp Realty LLC, must be displayed in a clear and conspicuous manner. In Kansas:

- The Brokerage name must be displayed adjacent to the Agent’s name.
- The Agent’s name must not be more than 2X larger in font size than Brokerage name.

2. All advertising must be supervised by the Brokerage and must include any additional information deemed necessary by the Brokerage.

3. Agents must obtain permission from the listing brokerage or listing agent to share or advertise a listing on social media that is not their own. In Kansas, sharing the IDX feed does not rise to the level of permission.

- Please Note: In order to share another brokerage’s listing(s), permission must be obtained from the listing agent per KSA 58-3062(a)(8).
- Sharing other brokerage(s) listings via the IDX system without the knowledge and consent of the owner or the owner’s authorized agent is a violation of KS law and is prohibited.

4. Advertising cannot be misleading or inaccurate as to any material fact or that in any way misrepresent any property, terms, values, policies or services of the business conducted;

5. Agents must have the authorization from the owner to use any registered trade name, trademark, collective membership mark, service mark or logo of any organization.

6. A name or team name cannot include the term “realty”, “brokerage”, “company”, or other terms that can be construed as a separate real estate company from their DMB’s company.

7. Agents shall not offer real estate for sale or lease without the knowledge and consent of the owner or owner’s authorized agent or on terms other than those authorized by the owner or the owner’s authorized agent.

8. Advertising must not promote the Agent’s business in a manner that could confuse or mislead the public by using terms or a trade name or a business name that could be construed as the trade name or business name of a supervising broker.

9. A domain name or website name must not be used which includes terms that are confusing to the public or which can be construed as a supervising broker’s trade name or business name.



10. Advertising cannot include the address of an office where real estate activity is conducted that is not designated as a primary office or branch office with the commission.

11. Advertising shall not include any unlawful discrimination against any individual or group because of race, color, religion, national origin, ancestry, sex, handicap or familial status.

12. The Brokerage name, eXp Realty LLC, must be displayed on the main page of a website without a consumer needing to click on the ad to ascertain affiliation with Brokerage.

13. No free offering of any value may be offered in any promotional material.

14. No advertisement by an Agent shall show only a P.O. box, telephone number or address, as this is considered a ‘Blind Ad.’

15. Agent Owned Properties - ANY advertising, signs and MLS must show one of the following if the Agent has ownership in the property:

- “Owner Agent”
- “Owner Salesperson” or
- “Owner Broker”
- **MUST BE DISCLOSED IN SALE CONTRACT**
- **MUST SHOW BROKERAGE NAME**

- **MUST BE DISCLOSED IN MLS**

Any Agent with ownership or indirect interest in a property shall disclose said ownership/interest in the MLS, advertising, signage and the sale contract.



16. Business Cards must contain the eXp Company Logo at a minimum.



17. Signs must contain the following:

eXp Company Logo at a minimum

Agent or team name on sign cannot be more than 2X larger in font size than Brokerage business name.



18. ALL ADVERTISING MUST BE APPROVED BY the DMB PRIOR TO USE. To obtain approval, send a copy of your proof to:

KS.Broker@eXpRealty.net

19. GUARANTEED SALES - No guaranteed sales may be offered in any form of advertising unless such advertising adheres to the following guidelines.

a. As used in this rule, the term guaranteed sales plan includes, but is not limited to: i) any plan in which a seller's real estate is guaranteed to be sold, or ii) any plan where an Agent or anyone affiliated with the Agent will purchase a seller's real estate if it is not purchased by a third party in the specified period of a listing or within some other specified period of time.

b. Any written advertisement by an Agent of a guaranteed sales plan shall include a statement advising the seller that if the seller is eligible, costs and conditions may apply and advising the seller to inquire of the Agent as to the terms of the guaranteed sales agreement. This information shall be set forth in print at least one-fourth (1/4) as large as the largest print in the advertisement.

c. Any radio or television advertisement by the Agent of a guaranteed sales plan shall include a conspicuous statement advising if any conditions and limitations apply.

d. Every guaranteed sales agreement must be in writing and contain all of the conditions and other terms under which the property is guaranteed to be sold or purchased, including the charges or other costs for the service or plan, the price for

which the property will be sold or purchased and the approximate net proceeds the seller may reasonably expect to receive.

MLS's WHO HAVE OPTED OUT OF THE NAR SETTLEMENT

This policy outlines the guidelines for recognizing Multiple Listing Services (MLSs) who have **opted out** of the National Association of Realtors (NAR) settlement and subsequent practice changes removing offers of compensation from any MLS beginning August 17, 2024.

eXp Realty agents are REALTOR® members covered under the NAR settlement and are required to follow the updated rules regarding no offers of compensation being offered in the MLS.

While eXp Realty recognizes some MLS's have chosen not to "opt in" to the NAR settlement agreement, as a company we must default to the more restrictive rule as part of the settlement agreement.

No compensation may be conveyed via the Multiple Listing Service.

If a seller directs an eXp Realty agent in writing that they are willing to consider an offer of Buyer Broker Compensation by means of a concessions to a buyer, that may be promoted in such a manner as to comply with the MLS Rules as adopted, eXp Realty will not share listing side commission, so any offer of compensation would be paid by Seller to Buyer Broker directly.

eXp in no way desires to circumvent MLS rules or boundaries; therefore, we require all eXp agents to abide by the rules of the MLS(s) in which they are a member, so long as they do not conflict with this policy.

Any members of My State MLS must Opt out of offering cooperating compensation

MLS(s) that have opted out of the NAR Settlement Agreement:

None At This Time.

For additional questions, please contact your local State Broker.

eXp ACCESS POLICY

The purpose of eXp Access is to:

- Provide an unique offering for sellers who, due to varying circumstances, do not want their listing marketed in a public manner.
- Provide greater transparency to eXp agents and clients by eliminating geographic boundaries that limit us from viewing all eXp listings nationally/internationally.

The eXp Access platform makes two sets of data available to all eXp agents and their clients:

- *eXp Office Exclusives (OEs)*: These are listings that eXp agents have entered directly into the Zenlist software platform
- *eXp Public Listings*: These are eXp listings that originate from the listing agent's local MLS.

eXp in no way desires to circumvent existing MLS rules or boundaries; therefore, we require all eXp agents, when utilizing eXp Access, to abide by the rules of the MLS(s) in which they are a member.

Only listings with a valid Listing agreement may be entered as an eXp Office Exclusive (OE).

eXp OEs will have an expiration and should be renewed in the platform as the seller directs.

Listings from the multiple listing will automatically pull in to eXp Public Listings and the original OE input will need to be deleted by the agent so there is no duplication.

Agents will be responsible for maintaining and updating the status, price and comments of any listing entered in eXp Access within 24 hours of the update.

Advertising

- OE listings may **not** be advertised publicly in any medium so as to adhere to local MLS rules.
- **Only Buyers that have signed a Buyer-Broker Representation Agreement with eXp Realty can be allowed access to view eXp Access listings.**

- Listing a property as an eXp OE is not considered public marketing under the NAR Clear Cooperation Policy. If your MLS does not follow NAR’s [Clear Cooperation](#) policy, or has other rules, you must abide by the rules of your MLS.
- MLS Exemption Form - You must follow your MLS’s rules: *If your MLS requires an exemption form to withhold entering your listing, even if it’s not being marketed publicly, you **must** have a seller exemption form signed.*

Multiple listing services that should be considered and local rules followed are as follows:

Dodge City BOR / MLS (Dodge City)	KS
Garden City BOR / MLS (Garden City)	KS
Sunflower BOR / MLS (Topeka)	KS
KCRAR - Kansas City Regional Association of REALTORS and Heartland MLS Multiple Listing Service (KC & Surrounding Areas)	KS
Flint Hills Association of Realtors / MLS (Manhattan)	KS
Goodland BOR / MLS (Goodland)	KS
KS Property Ads (KAR)	KS
My-State MLS (KS)	KS
Lawrence BOR / MLS (Lawrence)	KS
Great Plains AOR & MLS (Salina)	KS
Hays KS BOR / MLS (Hays)	KS
Prairie Land Realtors Inc & Mid Kansas Multiple Listing Service (Hutchinson)	KS
Realtors of South Central Kansas, Inc. / RSCK Board & MLS (Wichita)	KS
Southeast Kansas Association of Realtors / MLS - (SEK)	KS
Southwest Kansas BOR / MLS (Liberal)	KS

CLEAR COOPERATION

<https://www.nar.realtor/about-nar/policies/mls-clear-cooperation-policy>

The Clear Cooperation Policy (CCP) was designed to support a more cohesive and collaborative marketplace — where professional REALTORS belonging to a cooperative network (MLS) share listings with each other under a common set of rules. All eXp Realty Kansas Agents are bound by the Clear Cooperation Policy and must adhere to it at all times.

Within one (1) business day of marketing a property to the public, the listing brokerage must submit the listing to the MLS for cooperation with other MLS participants. Public marketing includes, but is not limited to,

- a) Flyers displayed in windows
- b) Yard signs
- c) Digital marketing on public-facing websites
- d) Brokerage website displays
- e) Digital communications marketing (ie., email blasts)
- f) Multi-brokerage listing sharing networks
- g) Any applications available to the general public.

The new policy does not include an “opt-out”. Any listing that is publicly marketed must be filed with the service and provided to other MLS participants for cooperation within one (1) business day. In an office exclusive listing, direct promotion of the listing between the brokers and Agents affiliated with the listing brokerage, and one-to-one promotion between these Agents and their clients, is not considered public advertising.

AGENCY DISCLOSURE POLICY

Kansas law requires Agents to provide the Real Estate Brokerage Relationship brochure to prospective sellers and buyers at the first practical opportunity. This brochure is provided for informational purposes and does not create an obligation to use the broker’s services.

In a designated agency, the Broker appoints each Agent as a representative for the client. No other Agent in the Brokerage represents that client. For any questions regarding agency, please see the DMB or MB.

In the state of KS, eXp Realty practices “Designated Agency”.

- A. An Agent representing a buyer shall be a Designated Buyer’s Agent. Buyer agency agreements are required to be signed at the earliest opportunity and before writing a sale contract.
- B. An Agent representing a seller shall be a Designated Seller’s Agent.
- C. Dual agency is not allowed by the state of Kansas.

All Agents shall follow the guidelines established by KREC in regards to agency relationships, in addition to the eXp P&Ps and KS P&Ps - please find more information at: [https://krec.ks.gov/resources/brokerage-relationships-\(brreta\)](https://krec.ks.gov/resources/brokerage-relationships-(brreta))

BRANCH OFFICE REQUIREMENTS

In order for additional offices to be opened, it is required that the office be registered with the Kansas Real Estate Commission as a branch office. This must be approved by the DMB. NO office can be opened without written permission and registration by the DMB.

All branch offices will be directly supervised by the DMB or an MB for eXp Realty in Kansas and will follow the eXp [branch office application approval process and guidelines](#). All branch offices must follow the attached checklist to be approved and the DMB / MB and COE Director will ensure compliance with all regulations for advertising and compliance, [Branch Office Checklist for eXp Realty](#).

58-3060. Brokers; primary office and branch offices, requirements, notices to commission of certain changes or office closure; effect of office closure on affiliated licenses. Please see the state of KS Branch Office Requirements Here:

[KREC Broker & Salespersons License Act](#)

COMMERCIAL REAL ESTATE

eXp Realty LLC, as a brokerage, allows Agents to service both residential and commercial real estate transactions for buyers and sellers. Commercial transactions are allowed provided the Agent has the knowledge required to competently handle the transaction. Agents who are interested in working in commercial real estate should schedule a meeting with a DMB/MB.

DATA SECURITY

All data is to be kept secure and not shared with anyone not authorized to receive it. It is the responsibility of the Agent to see that this is done. In conjunction with KREC mandatory requirements, 86-3-10. Retention of records - eXp will maintain data security and copies of all transactional records for a period of at least three years from the transaction date.

Please see the state of KS Records Retention Requirements Here:

[KREC Broker & Salespersons License Act](#)

MLS DATA INPUT

Agents are responsible for inputting their own listings and changing the status of property, etc. Agents are to remain informed on all MLS policies, to be in good standing and to abide by their local MLS board rules and policies.

LICENSING

Continuing Education

Agents must complete 12 hours of continuing education every 2 years with 3 hours being the Core Class and every 2 years each licensee must complete the ethics course.

Licensing Law

Agents will comply with [KREC License](#) law regarding continuing education requirements as well as all [NAR REALTOR® Code of Ethics](#) training requirements. Any certificates of completion shall be provided to the DMB if requested.

OUT OF TOWN OR UNAVAILABLE AGENT

Agents shall find another eXp Agent to assist and manage their client responsibilities in the event they are unavailable. Agents shall notify the Broker team, or team leaders that they will be gone and who is assisting them. If Agents can't find someone to assist in their short term duties, they shall inform the DMB or the MB in a timely manner.

In the event of major illness, emergencies or extended absence, agent will notify DMB or the MB as soon as possible so that assistance may be made to handle the agent's business needs.

PROVISIONAL BROKERS or UNIQUE LICENSING STATUS

Any provisional or unique licensing status must be approved by eXp Realty, LLC and the DMB.

TRANSACTIONS

Agents are responsible for acknowledging where EMD - Earnest Money Deposits are to be accepted & all EM is to be deposited with a third party escrow company. **eXp Realty LLC does not operate a trust account accepting earnest money.**

AGENT FILE REVIEW/BROKER AUDITS

SkySlope is the document management and storage system that eXp uses. In addition, Skyslope is used by our Compliance team to perform their duties of checking each file for compliance with federal, state, local laws and eXp and rules/regulations. Agents should think of Skyslope as their 'virtual filing cabinet', as the company needs all documents associated with a transaction uploaded into Skyslope. There is a digital (electronic) signature system within Skyslope that many Agents use.

It is encouraged that Agents watch the SkySlope training videos to learn how to start a listing and a transaction, how to upload the documents and interact with the compliance team on audit requirements. Skyslope, the eXp National Trainer Team and the state of KS eXp team also hold regularly scheduled classes & events that teach Skyslope and have offline educational components.

All Agents with eXp are expected to create a file in Skyslope and submit paperwork for any real estate transaction within two (2) business days of obtaining an accepted listing or transaction, meaning it is fully signed by all parties and is now a legally binding contract.

Required Documents on Every File

Every listing or sale transaction must include three eXp required documents which are the 1) eXp Wire Fraud Notice; 2) Affiliated Business Arrangement (ABA) Disclosure; and 3) the KS Broker Disclosure (BRRETA).

Any status change (price, extension, terms) must have the appropriate form signed by the seller/landlord or buyer/tenant and uploaded into SkySlope. Please keep Skyslope updated with any changes such as price, closing date or commission changes. These changes should be made in the Transaction tab.

Buyer Representation Agreements which must be completed and signed before showing a prospective buyer property must also be uploaded to Skyslope.

Contracts should be submitted upon acceptance within two (2) days. All paperwork must be uploaded to SkySlope within a reasonable time of execution (ideally within 24 hours but no later than 48 hours). The checklist for the forms that the Broker requires is in SkySlope. A transaction is a moving and evolving process, upload the items as they get completed but make sure all are within FIVE (5) DAYS prior to closing. Agents must always keep the closing date and price adjusted in SkySlope for your Disbursement Authorization (DA) to be

correct. It is highly recommended to check the DA a couple of days before closing and not at the closing table when delays could happen. Contact information for all parties is required on each transaction to allow for brokerage continuity in the event something happens to any party of the transaction whereby, eXp needs to be able to get in touch with the principals of any transaction All agreements and contracts are ultimately the property of eXp Realty.

AGENT SAFETY

Agent safety is a priority. Resources, tips and best practices for Agent safety can be found on the [National Association of Realtors](#) website.

WIRE FRAUD

Each year tens of thousands of dollars are lost due to wire fraud. eXp Realty requires clients to sign eXp Realty's Wire Fraud Advisory. Agents can find the form in Skyslope Forms or Working Documents. Please note that eXp Realty does not require the customer on the co-op side of the transaction to sign this document. While this disclosure document is part of the customer file, the document is not part of the Purchase & Sale Agreement. Once the eXp Realty customer signs the document, the Agent will upload it to the customer file.

EMERGENCY PREPAREDNESS

Natural disasters, acts or terrorism, health crises and other events can happen at any time and without warning. Each crisis is different in scope and has varying degrees of impact and exposure at the local, regional and national levels. The company is responsible for and maintains all files and has a backup system. It is recommended that Agents backup all their files and have a secondary system access for files such as an external hard drive or thumb drive. In the event of an evacuation, the company will communicate with Agents on safety procedures. Before a situation arises, the company will provide communications for direction on how to navigate a crisis and who to contact for information and support. For more information on Kansas Emergency Preparedness, go to their website for information on the [KS Disaster Response Plan](#).

DO NOT CALL POLICY

The [eXp Realty TCPA Resource Guide](#) is a valuable resource for Agents to familiarize themselves with to ensure they are in compliance with and abide by federal laws and the Telephone Consumer Protection Act (TCPA) regulations.

Before making solicitation calls, the licensee or telemarketer must be familiar with the current laws. All Agents are encouraged to utilize eXp Realty's DialSafe tool to ensure all consumer phone numbers are verified to not be on the Do Not Call List prior to commencing any contact, thereby ensuring compliance with the Do Not Call regulations.

The **Telephone Consumer Protection Act (TCPA)**, regulates telemarketing calls, automatic telephone dialing systems, and artificial or prerecorded voice messages. The law also requires those who make telephone solicitations to have procedures for maintaining company-specific **do-not-call** lists. Licensees must maintain their own electronic or written list and make it available to eXp Commercial upon request. Within two business days of the request from a consumer, the licensee will place that consumer and phone number to the licensee's **do not call list**.

In 2012, **TCPA** updated rules require telemarketers:

- (1) to obtain prior express written consent from consumers before robocalling them
- (2) to no longer allow telemarketers to use an "established business relationship" to avoid getting consent from consumers when calling their home phones
- (3) to require telemarketers to provide an automated, interactive "opt-out" mechanism during each robocall so consumers can immediately tell the telemarketer to stop calling.

For more details about the Commission's telemarketing rules, including the **do-not-call** provisions, click on the link on this page for the July 3, 2003 [Order](https://www.fcc.gov/sites/default/files/tcpa-rules.pdf) <https://www.fcc.gov/sites/default/files/tcpa-rules.pdf>. For details about registering with or accessing the **do-not-call registry**, visit the [National Do-Not-Call Registry page](#). Additional reference materials available on the web include a [summary of TCPA rules \(PDF\)](#) and the Commission's [Telemarketing Rules \(CFR Title 47, Part 64, subpart L: "Restrictions on Telemarketing, Telephone Solicitation, and Facsimile Advertising"\)](#).

TSR: The Telemarketing Sales Rule requires telemarketers to make specific disclosures of material information; prohibits misrepresentations; sets limits on the times telemarketers may call consumers; prohibits calls to a consumer who has asked not to be called again; and sets payment restrictions for the sale of certain goods and services.

<https://www.ecfr.gov/current/title-16/chapter-I/subchapter-C/part-310?toc=1>

The **TSR** has a "safe harbor" for unintentional calls or mistakes. If a licensee or telemarketer can show that, as part of its routine business practice, it meets all the requirements below of the "safe harbor," the person/firm will not be subject to civil penalties or sanctions for mistakenly calling a consumer who has either asked for no more calls (and who should have been placed on the licensee's **do not call list**), or for calling a person who is on the **national do not call registry**. eXp and the

licensee/telemarketer share the responsibility to meet the “safe harbor” requirements. eXp, the licensee or telemarketer must demonstrate that:

- it has written procedures to comply with the do not call requirements
- it trains its personnel in those procedures
- it monitors and enforces compliance with these procedures
- it maintains a company-specific list of telephone numbers that it may not call
- it accesses the national registry no more than 31 days before calling any consumer, and maintains records documenting this process
- any call made in violation of the do not call rules was the result of an error

If you or the telemarketer you hired have violated any of the above laws, report this event to your broker immediately in writing.

In addition to Federal laws, the state has created Kansas do not call registry and statutes regarding telephone solicitation. Agents are responsible to know and understand the telephonic laws and abide by them. These laws impact both people who reside in KS and people who live or work outside the state boundaries but make incoming calls to those in Kansas. [KS Telemarketing Laws](#).

NOTIFICATION OF POLICY AND PROCEDURE MANUAL REVISION

eXp Realty reserves the right to revise this KS P&P in its sole discretion. Agents are encouraged to review this document regularly to review any revisions.

[END OF DOCUMENT]