



RHODE ISLAND AGENT FAQ

Your guide to everything eXp RI!*

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 > RI 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

A blue graphic for the RI Broker Team. At the top center is the 'exp REALTY' logo. Below it, the text 'RI BROKER TEAM' is written in large, bold, white letters with a black outline. Underneath, there are four square portrait photos of team members, each with a white caption below it. From left to right: Carolyn Kindley (DMB), Lori Payson (CCS), Deb Watson (ASA), and Yel Mazon (ASA). At the bottom center, there is a white box with a black border containing the following text: 'BROKER OFFICE HOURS: MONDAY - FRIDAY 9AM - 3PM EST. IF WE ARE NOT ON THE BROKER FLOOR (EXP. WORLD/RIBROKERROOM), PLS WORKPLACE MSG US AND WE WILL GET BACK TO YOU ASAP.'

exp
REALTY

RI BROKER TEAM

CAROLYN KINDLEY
DMB

LORI PAYSON
CCS

DEB WATSON
ASA

YEL MAZON
ASA

BROKER OFFICE HOURS:
MONDAY - FRIDAY 9AM - 3PM EST
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(EXP. WORLD/RIBROKERROOM),
PLS WORKPLACE MSG US AND WE WILL GET BACK TO YOU ASAP.

RI

Office Address:

10 Dorrance Street Suite 700 Providence, RI 02903

RI Broker #: 17246

HUD #: XPRLTY9433

Fuze #: 401-441-6338

Administrative Support Analysts

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



Yel Mazon, ASA
yel.mazon@exprealty.net
Mon - Fri - 8 am - 12 pm EST
Fuze # (360) 360-5720



Deb Watson, ASA
deb.watson@exprealty.net
Workplace Chat Preferred @DebWatson
Mon - Fri - 8:30 am - 5 pm EST
Fuze #: 360-768-2166

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.



Lori Payson, CCA
lori.payson@exprealty.net
Workplace Chat Preferred @LoriPayson
Mon - Fri - 1 pm - 4 pm EST
Fuze # 360-450-5643

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!

Transaction Support:

Solo Agents - IA.Transactions@eXpRealty.net

Teams - IA.TeamTransactions@eXpRealty.net

Workplace Chat or Email Preferred



Will Swander, TSA Lead

will.swander@exprealty.net

Workplace Chat Preferred

Mon - Thurs - 6 am - 5 pm EST

Contact Number: 360-255-7587



Christie Stevens, TSA Manager

christie.stevens@exprealty.net

Workplace Chat Preferred

Contact Number: 360-524-6454



Leandra Moore, Trust Accounting Administrator

leandra.moore@exprealty.net

Workplace Chat Preferred

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?

VIDEO LIBRARY [HERE](#)

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.

- RI STATE GROUP [LINK](#)

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

[RI Self Help Room](#)

[RI Resource Guide](#)

[eXp RI Past 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 every Thursday at 9:30 AM EST at <https://exp.world/staffboardroom-ri>

What are the state policies and procedures?

[2024 Rhode Island P&P](#)

Licensing

Please go to <https://elicensing.ri.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 ri.broker@exprealty.net AND marketing@exprealty.net

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

There are no specific rules regarding nicknames in the RI Real Estate Statutes. Although the DBR discourages nicknames as the regulation says licensee's current name must be used. https://rules.sos.ri.gov/Regulations/part/230-30-20-2?reg_id=8867

2.3 Licensee's Name and Address

"Upon initial licensure and at all times thereafter, every licensee shall ensure that the Department has on record the licensee's current personal name, firm affiliation, trade name, residence address and firm address. Every licensee shall notify the Department in writing of each change of personal name, firm affiliation, trade name, residence address and firm address within ten days of

the change. All addresses shall be sufficiently descriptive to enable the Department to correspond with and locate the licensee.”

MLS/Associations

What MLS/Associations is eXp a part of in Rhode Island?

- National Association of Realtors
- Greater Providence Board of Realtors
- Newport County Board of Realtors
- Northern Rhode Island Board of Realtors
- Rhode Island Association of Realtors
- Kent Washington

RIAR Legal Hotline

401-785-9898

Hours: Monday – Friday, 8:30 AM – 4:30 PM

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 ri.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 Rhode Island?

If the agent is a brand new agent to eXp, they will fill out the Join App and follow the procedure through that process.

If the agent is already with eXp and adding Rhode Island license, the agent will email RI.Onboarding@eXpRealty.net that they are adding a RI license and they will receive a Next Steps email to follow.

I just got licensed! What are my next steps?

Once an agent has received their license, they will email RI.Onboarding@eXpRealty.net. Please attach a copy of the license.

Who can I contact to check on my onboarding status?

Deb Watson @ Deb.Watson@eXpRealty.net or on WorkPlace Chat [@DebWatson](#)

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

There are no state-specific resources other than providing the license to RI.Onboarding@eXpRealty.net and following the 3 emails that will follow:

1. Next Steps requires the agent to provide documentation to get activated with the board, MLS, and state.
2. Board, MLS, and State email that provides all documentation filled out by agent so they may be processed to become an eXp agent in Rhode Island
3. Final Onboarding Email - This email will have some items that the agent needs to do in order to finalize their onboarding process.

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 Rhode Island AAC?



You can reach out to them via Workplace.

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?

Most commission checks are processed electronically - once a commission check is received, take a photo of

Closing Documents

	Documentation	Status
1.	Copy of CDA	<input type="button" value="Required"/>
2.	Final Closing Documents	<input type="button" value="Required"/>
3.	Copy of EXP Commission Check	<input type="button" value="Required"/>

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the front and back of the check. Please write "For Deposit Only" on the back of the check before taking the photo. Upload the front and back photos into your skyslope account checklist under Closing Docs as shown here.

If a check is not in hand, and needs to be mailed the following address is where they should be sent. Please note that this method could take up to 10-14 days to process.

eXp Realty, LLC
PO Box 787962
Philadelphia, PA 19178 - 79

Overnight Address:
eXp Realty, LLC
Lockbox #787962
2005 Market Street, 5th Floor
Philadelphia, PA 19103-7042

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

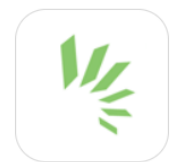
Please send via electronic signature program to ri.broker@exprealty.net

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?

You will find all your contracts and forms in SkySlope as well as the Rhode Island Association of Realtors website. www.RIRealtors.com once logged in, templates of all RI Real Estate forms can be found in the transaction desk section.



TransactionDesk

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?

Depending on the type of transaction, the checklist for all files broken down by transaction are in skyslope. The mandatory files that are needed for the file to become broker approved and ready for commission disbursement.

Where do I send rejected offers?

N/A

Can my commission be paid to my LLC?

If you have a broker level license, and an LLC set up, your commission can be paid to your 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.