



# ALABAMA AGENT FAQ

Your guide to everything eXp AL!\*

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 > Alabama Broker Room.

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

**\*\*IMPORTANT: DO NOT leave the web page if you are in queue to speak to someone, this will remove you from the waitlist.**

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

**exp**<sup>®</sup> REALTY YOUR ALABAMA TEAM  
BROKERS

**Holly Moody**  
Designated  
Managing Broker  
(DMB)

**Brandi Cook**  
Managing Broker  
(MB)

ADMINISTRATIVE SUPPORT ANALYSTS (ASA)

CONTRACT COMPLIANCE ANALYSTS,  
MANAGING BROKERS (CCA)

**Karra Swann**

**Nina Bangi**

**Lisa Guthrie**

**Tracey Landrum**

### Broker Team

#### Holly Moody

*Designated Managing Broker*

Broker License Number - 95654

**HUD NAID: EXPRLT9451**

Phone: 256-743-4047

**Brandi Cook**

*Managing Broker*

Broker License Number - 88079

Phone: 360-524-0354

Broker Team Email: [al.broker@exprealty.net](mailto:al.broker@exprealty.net)

**Administrative Support Analysts**

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

**Karra Swann**

Phone: 564-219-4203

**Nina Bangi**

ASA Email: [al.admin@exprealty.net](mailto:al.admin@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.

**Lisa Guthrie**

Phone: 360-562-4851

**Tracey Landrum**

Phone: 817-769-1385

CCA Email: [al.contracts@exprealty.net](mailto:al.contracts@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!

TS Email: [al.transactions@exprealty.net](mailto:al.transactions@exprealty.net)

TS for TEAMS Email: [al.teamtransactions@exprealty.net](mailto:al.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](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.

You can also see our state training calendar [HERE](#) for updates and you can copy it to your Google calendar.

### Where can I find past state meetings and trainings?

[AL Video Library](#)

### 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.

[Alabama State WorkPlace Group](#)

[Northern Branch WorkPlace Group](#)

[Central Branch WorkPlace Group](#)

[Southern Branch WorkPlace Group](#)

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

**AL Self Help Room:** [Self-Help Room](#)

**AL State Website:** <https://us.exprealty.com/states/alabama/>

**AL Resource Guide:** [AL Agent Resource Guide](#)

**eXp AL Past Newsletters:** [AL Newsletter Archive](#)

### **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 1st & 3rd Wednesday at 11:00 AM CST

**Location:** [exp.world/alconferencehall](http://exp.world/alconferencehall)

## **What are the state policies and procedures?**

[eXp Alabama Policies & Procedures](#)

## **Licensing**

Please go to [AREC Website](#) 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 [al.broker@exprealty.net](mailto:al.broker@exprealty.net) **AND** [marketing@exprealty.net](mailto:marketing@exprealty.net)

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

#### ***Rule 790-X-2-.05. Names On Application For Licenses***

*An application for temporary salesperson, original salesperson, broker, reciprocal license or license renewal shall include the full legal name of the applicant. If the applicant, in licensed real estate activities, uses or desires to use any name other than their full legal name or use a shortening of their name that does not use the same letters in the same order as a portion of their full legal name, then the applicant shall include that nickname or assumed name on their application.*

## MLS/Associations

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

☰ eXp AL Map & REALTOR® ASSOCIATIONS/MLS

#### Alabama Association of REALTORS® Legal Hotline

This service is for active AAR members only. You will have to log in to your account to submit information.

<https://www.alabamarealtors.com/legal/overview>

## 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 [al.broker@exprealty.net](mailto:al.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 AL?

You can transfer/activate your license online through your AREC portal: [HERE](#)

Log in & under **Available Services**, click on **Transfer/Activate/Inactivate**. You will use the company license number in your transfer instructions email to search & choose the brokerage you need to transfer your license to.

\*Note - eXp Alabama has three branch offices. Each branch has a different company license number & Qualifying Broker. Based on the information you provide in your [join application](#), we will send you the company information for the branch you need to affiliate your license with.

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

Please send your license application to [al.sign@exprealty.net](mailto:al.sign@exprealty.net) for broker signature. For quicker turnaround time, send via an e-signature service. If you do not have an e-signature service yet, you may send as a PDF attachment only. We will need all 3 pages of the application & it will need to be filled out completely with your information & the branch information provided above. Brokers cannot sign blank or incomplete applications.

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

Karra Swann is the onboarding lead ASA on the state team.

Email: [al.admin@exprealty.net](mailto:al.admin@exprealty.net)

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

[AL Onboarding Guide](#)

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*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 Alabama AAC?



## 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 932975  
Atlanta, GA 31193-2975

### Overnight/Lockbox

EXP Realty, LLC  
ATTN: Lockbox 932975  
3585 Atlanta Avenue  
Hapeville, GA 30354-1705



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

Please send via electronic signature program to [al.sign@exprealty.net](mailto:al.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?

All contracts & documents needed for a transaction are located in Skyslope Forms in the eXp AL - Broker Library & eXp USA - Broker Library.

See the AL Agent Resource Guide > Transactions for more information on Skyslope 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 **OR** eXp Realty AL - 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?

[Forms Checklists - Buyers & Sellers](#)

## Where do I send rejected offers?

[AlabamaOffice@Skyslope.com](mailto:AlabamaOffice@Skyslope.com)

SUBJECT LINE: Rejected Offer - \*Property Address\*

## Can my commission be paid to my LLC?

Yes. Your LLC has to be registered with the State of Alabama & your LLC name must be on your W-9.

## What does it mean to be a single-check state?

**Single Check:** *The commission is paid directly to the 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.*

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*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.