



LOUISIANA AGENT FAQ

Your guide to everything eXp LA!*

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 > (STATE) Broker Room.

Or use the direct link <https://exp.world/labrokerroom> 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?

Broker Team



Betsy Birdsong,
Designated
Managing Broker (DMB)
504.208.3128
Betsy.Birdsong@exprealty.net



Jennifer Fontenot,
Managing Broker (MB)
360.861.4552
Jennifer.Fontenot@exprealty.net

Main Office:

2201 Veterans Memorial Blvd.,
Suite 404
Metairie, LA 70002

eXp Realty License #:

995687294

HUD NAID #:

EXPRLT9469

Broker Signature:

la.sign@exprealty.net

Broker Assistance:

la.broker@exprealty.net

Administrative Support Analysts

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



Laura Cheaney, Administrative Support Analyst (ASA)
Laura.Cheaney@exprealty.net
360.566.2083



Glendz Bejemino, Administrative Support Analyst (ASA)
Glendz.Bejemino@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.



Mark Boline, Contract Compliance Analyst, MB (CCA)
Mark.Boline@exprealty.net
504.230.0864

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!



Katelyn Miller

Transaction Settlements, Sr Analyst

la.transactions@exprealty.net



Melanie Dizon

Transaction Settlements, Analyst

la.transactions@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.



Angel Cads

Phone: (833)303-0610

Email: ExpertCare@exprealty.net

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

Assistance in multiple languages is available!

State Resources, & Training

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?

[STATE 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.

- [Louisiana State Group](#)
- [Louisiana Agent Resource Group](#)
- [Louisiana Referral Group](#)

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

Louisiana Help Room: <https://exp.world/labrokerroom#conference-1>

Louisiana State Website: <https://us.exp Realty.com/states/louisiana/>

eXp Louisiana Past Newsletters:

<https://us7.campaign-archive.com/home/?u=5d2db2566003775c573eac349&id=6b48dcfab6>

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 on the 1st and 3rd Wednesday of every month from 10:00 -11:00 AM in the Louisiana Auditorium <https://exp.world/lauditorium>.

What are the state policies and procedures?

[Louisiana Policies and Procedures](#)

Licensing

Please go to the [Louisiana Real Estate Commission](#) for any state licensing questions you may have.

Marketing

Do I need advertising approval?

Yes! Please send all advertising and marketing materials for approval **before printing** to LA.broker@exprealty.net AND marketing@exprealty.net

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

REQUEST TO ADD NICKNAME ON LICENSE: Your legal name is required to be on file with the LREC and printed on your license. A nickname may be added; however, it must always be used in conjunction with your legal last name. [Use this form to notify the LREC of a nickname.](#)

MLS/Associations

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

Louisiana has 10 associations: [Louisiana Associations/MLS](#)

<https://www.larealtors.org/> Legal Hotline

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 the 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 LA.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 (STATE)?

- [CLICK HERE](#) for Louisiana License Transfer Instructions if you are transferring brokerages.

I just got licensed! What are my next steps?

- [CLICK HERE](#) for Louisiana License Activation Instructions if you are a NEW licensee.

Who can I contact to check on my onboarding status?

Laura Cheaney, at la.broker@exprealty.net or 360-566-2083

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

[WELCOME TO EXP REALTY LA](#)

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 (STATE) AAC?



Maria Thorn
Chair



Janna Hicky



Tyler Polk
Co-Chair



Nick Hundley

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?



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

When you need the broker's signature, you must prepare the document for **Betsy Birdsong** our Designated Managing Broker's digital signature using a *digital signature platform* (DigiSign/Authentisign/DocuSign/etc). Send the signature request to this email LA.sign@exprealty.net. Please note: DMB will NOT sign blank documents and should always be the last signer on all requested documents.

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?

Our LA forms are housed in the forms section of SkySlope under the browse library.

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
- Affiliated Business Disclosure
- Lead-Based Paint Disclosure
- eXp W9

What required documents do I need to have in my files?

Can my commission be paid to my LLC?

Per LREC rules you can get paid to your LLC if it is a single member LLC.

What does it mean to be a state?

Single Check: *The commission is paid directly 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.