



BUSINESS STANDARDS

Hours of Service & Response Time

It will always be our goal to get work completed as soon as possible, however with multiple clients and files it is not always possible to complete work immediately.

Our availability and guarantees are as follows:

- Hours of Business – Monday to Friday until 5 pm – (Note: The office will also be closed on all Federal Holidays)
- All items and requests received by 2:30 pm (M-F) will be completed and/or processed the same business day.
- All items and requests received after 2:30 pm (M-F) will be completed and/or processed by 10 am the following business day.

As the Agent, you have the right to own the sense of urgency. What that means is that if you require something done sooner than our standards can guarantee, you are obviously free to take care of it yourself.

Communication Standards

All actionable requests must be submitted in writing (text or email) or may be left as a voicemail. If you require something completed, you must provide '**actionable information**'. A request to "Call me" is not considered actionable information. Please provide detailed instructions as to what you are looking for help with so that we can complete the work according to the timeline and standards set out above.

Drafting of Documents prior to them being sent to your clients. Again, if anything is required urgently or outside of the response times mentioned, this is something you may need to take care of yourself.

You will be required to sign off on any documentation prepared by Paperchain Transactions prior to it being sent for signature by your client, and it is your responsibility to make sure that you are satisfied with the accuracy of the wording and/or content of the documentation.

We are more than happy to assist with preparing addenda to assist you, however, we will require you to send the information you would like on those documents to us, and you will be required to sign off on them

IMPORTANT INFORMATION

Consultation & Advice

Kerry Stafford is a licensed Realtor®, and as such she is more than happy to discuss with you the Real Estate side of the transaction. However, any discussions of this type are outside of the scope of business of Paperchain Transactions, and are simply the opinion of Kerry Stafford, Realtor®. They should be considered a discussion with a colleague in the industry and not official Real Estate Advice. If you have questions that require official Real Estate Advice, you should direct them to your Broker.

Even though you are working with a Transaction Coordinator who is licensed as a Real Estate Sales Associate, by law we can only carry out work approved by the DBPR as that which can be carried out by an unlicensed assistant. Please review with your State what your legal responsibilities are as a Real Estate Sales Associate/Broker. Again, as above, any Real Estate Advice should be obtained by reaching out to your Broker.

SCOPE OF WORK

Contract to Close

Paperwork Compliance

Verify that Contract and Addenda are signed, accurate and complete.

Coordinate with the other Agent to obtain any missing information or signatures.

Ensure that we have all Brokerage required documentation for compliance and upload to your Broker as required for compliance.

Send any missing documents to the Client for signature.

Ensure that your Disbursement Authorization is obtained from your Broker and sent to Title prior to Closing.

Provide you with key notifications via text that will keep you informed as to the progress of the transaction.

Escrow

Open Escrow with the Title Company and ensure Escrow Deposit is received by the due date. Send Escrow Receipt to your Client.

Maintain constant contact with all parties involved regarding outstanding items with regular status updates.

Ensure that Buyer receives the Title Commitment by the date required on the Contract.

Monitor the status of Title & Lender related documentation, including Survey's, Title Commitments, HOA docs, Estoppels, Lien Searches etc.

Stay in contact with Title through Clear to Close.

Financing

Contact the Lender from the outset, regardless as to whether we are representing the Buyer or the Seller and provide them with executed Contract and Addenda.

Ensure the Loan Application is completed on time.

Verify that the Appraisal is ordered as required. Track the Appraisal from order, through appointment and receipt to make sure it is happening as scheduled.

Frequently check in with the Lender to make sure we are on schedule for closing and keep you informed as to the status of the Loan.

Closing

Reach out to the Buyer and provide them with any Utility Information so they can set up service at their new home.

Remind Seller to leave services turned on for the final walk-through, but that they should arrange for them to be turned off after closing.

Coordinate with Title and your Client to schedule Closing, whether it be in person, mail-away or requiring mobile notary services.

Ensure we are in receipt of the preliminary ALTA statement as soon as possible prior to closing.

Send out a Final Settlement Statement as soon as we are fully closed, along with a congratulatory email!