

True North Transaction Management
Service Agreement

This Agreement is entered into between _____ (Agent) and True North Transaction Management on this day, _____.

The True North Transaction Coordinator (TC) agrees to exercise due diligence to complete the responsibilities listed on the following pages. TC will perform faithfully, diligently and to the best of their ability, experience and talents, the services described in this agreement. TC acknowledges that transactional paperwork is typically time-sensitive and will endeavor to accomplish and submit these items within the required timelines. All personal information acquired from the Agent to complete the services will be kept strictly confidential and not be released to parties outside of the transaction without Agent consent. This includes, but is not limited to, the Agent's login credentials and client information.

The cost for TC services is per transaction and are as follows:

-Audit Compliance - \$250.00

-All-Inclusive Program - \$350.00

-After-Hours All-Inclusive Program - \$400

-Dual Party Add On - \$150.00

-MLS Listing add On - \$25

** Please note on Page 7 you will have the opportunity to choose your preferred program.

Full amount is payable within seven (7) days of the close of escrow. A \$50 late fee will be applied every 1 week until paid in full.

PLEASE NOTE: NO Fee is charged if the transaction does not close for any reason.

Upon execution of this agreement, the Agent agrees to release True North Transaction Management from any and all liabilities that may arise by virtue of the transaction. Agent further agrees to indemnify, defend, and hold the TM harmless from all claims, disputes, litigation, judgments, and attorney fees that may arise in connection with the transaction and also from any incorrect information supplied by third parties to the TC, or from any material facts that third parties maintain but fail to disclose. Agent agrees to abide by any and all state and federal laws as applicable and that s/he is duly licensed by the appropriate entities.

True North Transaction Management reserves the right to amend this Agreement. In the event an amendment occurs, the Agent will be required to complete the new Agreement before the TC will begin work on any new transactions. Those transactions currently under an existing agreement will not be affected.

Even if there are no changes made to this agreement a new agreement will be required to be signed at the beginning of every calendar year.

HOURS AND AVAILABILITY

*****Office hours are Monday through Friday 9am – 5:30pm*****

Emails, texts, and other requests outside of office hours will be addressed on the next business day. Please see After Hours Program for extended hour availability.

INVOICING AND PAYMENT INFORMATION

-Invoicing will be sent through QuickBooks and payments are due within 7 days of invoice being sent.

-Invoices are sent within 24-48 hours of a file closing.

-Invoices that are not paid within one 7days of billing will be subject to a \$50 late fee.

-Payments can be made directly through QuickBooks from the invoice that is emailed. Or the agent may choose to have a card on file with True North TM Management who will run the card on the 3rd business day after the invoice is sent.

-Some Brokerages will allow payment to be made at closing. Please reach out to Kate to discuss to see if this option is available with your Brokerage.

AGENT RESPONSIBILITIES

-It is the agent's responsibility to:

- *Provide prompt communication with TC's to include forwarding emails and Documents and to inform TC if supplements have been created or submitted. Including price changes and closing date changes.
- *Verify all settlement statements and DAs are correct. The TC will preview the documents but the final approval will be the responsibility of the agent.

TC's RESPONSIBILITIES

- See Package specifics on the following pages.
- Communicate weekly with agent at a minimum regarding files.
- Provide prompt and professional service to all parties
- Communicate expectations for timeline when task requested from agent.

Audit Compliance Package Responsibilities

- Within 24 hours. of receipt of signed contract docs, the TC will send an intro email to all parties notifying them of the TC's name, phone number, email, and affiliation with the Agent.
- Within 24 hours. of receipt of signed contract docs, the TC will complete the Processing Sheet using the contract information. Will also contact co-op agent, title and closing companies, and lender to obtain name, company, email, and phone numbers.
- Review and ensure all required documents are agents preferred site and organized.
- Will review, and work to get all required signatures and initials on all documents. After three unsuccessful contact attempts via email with clients and co-op agent, TC will request Agent to reach out as well.
- Once all required signatures are obtained, the TC will submit the processing sheet and all documents to Agent's admin for auditing.
- Once the audit is completed by Agent's brokerage, any outstanding items or items requiring correction will be worked by the TC for re-submittal.
- Once audit requirements are met, the TC will submit the pending audit form with all the corrected items.
- Once a COMPLETED AUDIT is received, the TC will ensure the agent is aware that the audit for file is complete.

ALL-Inclusive Package Responsibilities

- All of Audit Compliance Program (see attached)
- TC can prep offer documents and Listing documents and once approved by agent send to client for signatures. Please note offer prep and Listing prep IS included in this package at no additional cost.
Agent must provide all information for preparation in writing
- Maintain and organize Agents dotloop/preferred site ensuring all required docs are included and compliant.
- Create and maintain contract deadline calendar.
- Monitor deadlines and send reminders to relevant parties.
- Ensure appraisal ordered per contract terms.
- Ensure that lender/title receive contract and have initiated loan process and conditional loan approval per contract requirements.
- Order home warranty or ensure it was ordered by appropriate party (if applicable).
- Write up TRR form per agent specifications, once approved by agent, obtain all initials and signatures required.
- Provide termite ODAFF to lender if applicable.
- Communicate with seller/agent that repairs were complete, obtain repair receipts, upload to agent's site and send copies to buyer/agent.
- Write supplementals per agent's request and ensure signatures are completed.
- Send Utility reminders prior to closing.
- Ensure DAs sent to title company (if applicable)
- Request reviews from client after close.
- Set up "After the Close" follow up dates for agent.
- Upload closing docs to agent's preferred location.

MLS LISTING ADD ON SERVICE

- Input listing into agent's MLS (GTAR, OKMAR, FLEX)
- Make in price changes or correction to listing with written instruction from agent.
- Obtain price change addendum documentation.
- Mark listing as contingent, pending, closed, withdrawn, or released as applicable.

AFTER-HOURS ALL-INCLUSIVE PACKAGE

- All of items in All-Inclusive package PLUS:
- Extended hours on Monday thru Friday from 5:30pm-8pm
- Saturday availability 11am-7pm
- Sunday 12pm-7pm
- After hours is not available with the Audit compliance only package.
- May change plans 2x's in 12-month period.

How it Works:

- All after hours requests must be initiated by email at myafterhourstc@truenorthtm.com
- The TC on call will email or text you that request has been received within 20mins and will provide expectation of completion of request.
- After an initial email request is received, further communication may be done via email or text/call as needed.
- Last request for an offer to be written is 30mins prior to end of shift.
- Please note: the after-hours TC may not be your assigned TC, but they WILL be a True North TC.
- The after-hours TC will provide your assigned TC with any services they have provided during their shift to ensure a seamless transition of information.

***Important additional ONE-time assist!**

If you do NOT need after-hours services on a regular basis but DO need occasional assistance with offer writing after hours you can use the after-hours service to write an offer for \$20 that will be invoiced the Friday after the request. Please note there is NO Charge for offer writing during our regular hours as this is a regular service for the Standard All-Inclusive package.

REFERAL PROGRAM

A referral fee of \$50 will be paid to the referring agent if a prospective agent signs up with True North TM. This will be deducted from the next closing after the prospective agent has signed an agreement form with True North TM and closed their first transaction with True North TM. There is no limit to the number of referrals an agent can receive.

By Signing this agreement, you understand these are the only services provided with this program, any other requests must be submitted by email and may incur additional charges.

The Agent has reviewed and accepts all the stated terms and TM responsibilities for **initial and subsequent transaction(s)** procured through True North Transaction Management.

****Please select which package you would like to use. Please remember you are able to change packages twice in a 12-month period.**

- Audit compliance \$250
- All-Inclusive Package - \$350
- After-Hours All-Inclusive Package - \$400
- Add on of MLS Listing Services – add'l \$25.

Name: Kate Cain True North TM

Agent Printed Name: _____

Signature: _____

Signature: _____

Date: _____