

RE/MAX Action

Management List

Owners: Joseph A. D'Alonzo and Eric J. Aronson

Broker of Record: Joseph A. D'Alonzo

MAIN OFFICE:

1126 Horsham Road
Maple Glen, PA 19002
Phone: 215-358-1100
Fax: 215-358-1104

OFFICE HOURS:

Monday to Friday 9 to 6
Saturday 9 to 3
Sunday 9 to 2

OFFICE ADMINISTRATOR/AGENT SERVICES/CONVEYANCING

Beth Ann Hartman 215-358-1148

ACCOUNTING DEPARTMENT

Sue Colkett 215-358-1147

RECEPTIONISTS

Maureen Checchia 215-358-1100

Weekend Receptionists

Betty Kelly
Stacy Panak

POLICY BOOK PROCEDURE

WELCOME TO RE/MAX ACTION REALTY

RE/MAX Action Realty is a full service real estate organization serving Bucks, Montgomery and Philadelphia Counties.

This book was compiled to help you have a smooth, professional relationship with your client and also insure a cohesive Company policy.

As an affiliate of RE/MAX Action Realty, it would be to your advantage to familiarize yourself with the policies contained in this manual, as they will be expected to be followed without exception.

If there is any question as to the understanding of this policy book – DON'T GUESS – TAKE TIME TO ASK!

USE OF FACILITIES

We enjoy the use of our very modern beautiful office. Our clients will enjoy the comfort and pleasantness it offers and this should be a constant source of pride to us.

It is our obligation to use the facilities and equipment with care and respect.

EMPLOYEE FUNCTIONS

OWNERS: Joseph A. D'Alonzo and Eric J. Aronson

ORGANIZATIONAL RELATIONSHIPS: Supervise all Sales Associates and all administrative personnel within the real estate office. Regular contacts include sales associates, administrative personnel, RE/MAX International and regional personnel.

BASIC FUNCTION: To meet or exceed the goals established for the office. To organize and operate the real estate office within the general confines of the RE/MAX Policy and Procedures Manual

AUTHORITY: Authorized to work with all sales associates and administrative personnel as they see fit, establishing standards of performance and evaluating such performances.

REGULAR FUNCTIONS:

1. Recruitment of sales associates
2. Supervision of salaried administrative staff including hiring, firing and reviews.
3. Prompt response and action to customer complaints, grievances and/or lawsuits.
4. Coordinate with company attorneys and accountants on technical functions.
5. Prepare, implement and control the office budget.
6. Innovation of new ideas to streamline operations and improve profitability.
7. Respond to agent's questions and problems regarding both real estate and personal issues.
8. Resolve intra-office disputes and handle complaints.
9. Review and support of sales associates.
10. Insure agent support and compliance with established procedures.
11. Plan and conduct business meetings.
12. Develop ideas for the future of the company.
13. Work in a manor to insure and expand a positive public image.
14. Attend local board functions.
15. Attend Broker/Owner meetings.
16. Attend RE/MAX meetings and conventions.
17. Develop quarterly projections for recruiting and profitability.
18. Create in association (by example) the spirit of teamwork and camaraderie- thus assisting retention efforts.
19. Insure that all sales associates are living within the policies and procedures of the company as well as within the requirements of their independent contractor agreement.
20. Insure a smooth transition whenever a sales associate enters or leaves the system.
21. Insure that the company's broker license is never in jeopardy.
22. Insure that Sales Associates are current with the independent contractor agreement – new and renewal.

CONVEYANCING

CONVEYANCER RESPONSIBILITIES

SELLER FILES:

1. Deposit escrow check into escrow accounts
2. Order U & O (check www.suburbanrealtorsalliance.com to see if applicable)
3. Order Resale package for condominiums/home owners associations, if applicable
4. Send letter to homeowner for payoff information if not already in file
5. Order Tax, Water, Sewer, Waste Certifications
6. Order Mortgage Payoff(s)
7. Review Title and Clear Title
8. Type and send out settlement notices
9. Change status in Trend, both pending and settled
10. Prepare settlement cost sheet for title clerk for settlement
11. Prepare escrow deposit check for settlement

BUYER FILES

1. Order title report
2. Type and send out settlement notices
3. Prepare settlement cost sheet for title clerk for settlement

AGENT RESPONSIBILITIES:

1. Schedule U & O inspection, if applicable
2. Schedule final water meter reading
3. Fill out all paperwork completely
4. Schedule termite inspection
5. Schedule settlement with the conveyancer so settlement notices can be sent out
6. Obtain payoff information at the time of the listing or signing of the agreement
7. Make sure all RE/MAX reimbursement checks are collected at settlement

FRONT DESK COORDINATOR

1. Answer and direct all incoming phone calls.
2. Set all showing appointments.
3. Distribute mail and faxes.
4. Process all listings.
5. Keep all equipment stocked and running.
6. Water plants.
7. Upload all sellers disclosure to Trend.

ACCOUNTING

1. Write all commission checks.
2. Prepares office bills monthly
3. Pays the bills for the office.
4. Handles all rental accounts
5. Responsible for office bookkeeping.

BENEFITS OF ASSOCIATING WITH RE/MAX ACTION REALTY

1. The highest possible compensation program.
2. You can work fewer hours, yet increase earnings.
3. Professionalism and experience of fellow sales associates.
4. Independence and opportunity to be your own boss.
5. Unlimited advertising and mail outs.
6. Build your own investment portfolio, without paying a commission.
7. You set and attain your goals.
8. Success breeds success.
9. Large company image from high volume signs.
10. Attractive professional offices.
11. Large sales staff to properly service listings and impress sellers.
12. National referral program.
13. Large inventory of properties to sell.
14. Established training aids and programs.
15. The top sales associate does not support the bottom sales associate.
16. You have all the advantage of owning your own company without the disadvantages. You work for yourself but not by yourself.
17. High volume discount rates for advertising.
18. Access to valuable sales aids.
19. Voice in the operation of the company.
20. The opportunity to advance and grow within a national organization.
21. An opportunity to be part of an enthusiastic winning team.
22. The fringe benefit of a large real estate organization.
23. The reputation of being associated with a progressive, fast moving real estate team.
24. Opportunity to experiment and be creative.
25. Personal pride of being in business for yourself.
26. Ability to survive bad markets.

GOALS OF RE/MAX ACTION REALTY

1. To provide the highest possible compensation and benefits for its sales associates.
2. To develop the best possible reputation for integrity and professionalism.
3. To provide a fair and equitable return on investment to the owners of RE/MAX Action Realty.
4. To upgrade the standards of the real estate profession.
5. To accomplish all of the above without becoming bureaucratic and to always realize that the success of our joint efforts depend entirely on the success of the associates.

OFFICE POLICIES AND PROCEDURES

SALES ASSOCIATES

ETHICS

The National Association of Realtors has adopted a code of ethics as a standard for its members. In short, the members agree to abide by the golden rule: "Do unto others as you would have done unto you." Copies of the realtor code of ethics are available from the National Association of Realtors or your local Board of Realtors. It is more desirable for a sales associate to lose a sale than integrity. It is each individual independent contractor's responsibility to be familiar with, and abide by the code of ethics and laws, rules and regulations of the Pennsylvania Real Estate Commission.

INDEPENDENT CONTRACTOR AGREEMENT

The sales associate agreement establishes the sales associate as an independent contractor. The terms are set forth in the agreement are valid unless changes are approved in writing by both parties.

OFFICE BILLS

RE/MAX Action agents and associate brokers will receive a monthly billing statement at the end of each month. This bill is due and payable on the first day of the month. A One Hundred Dollar (\$100.00) late fee will be enforced and collected after the sixth (6th) day of the following month with no exceptions. In addition, the company may require a security deposit in the event a sales person consistently falls behind on his/hers office bills.

CHANGE OF ADDRESS

It is important that all sales associates immediately notify the administrative office of any change in home address or telephone numbers. This information is needed to keep the personnel records up to date.

BUYING AND SELLING PROPERTY BY SALES ASSOCIATES

The company does not object to the sales associate buying or selling real estate as individuals or as members of a syndicate. The Company must be aware of all such transactions. State law requires that when the sales associate is buying or selling real estate, he/she must inform the other party by writing into the contract: THIS IS TO GIVE NOTICE THAT (salesperson's name) IS A LICENSED REAL ESTATE ASSOCIATE/BROKER OR SALESPERSON IN THE COMMONWEALTH OF PENNSYLVANIA AND IS BUYING SAID PROPERTY FOR HIS/HER PERSONAL ACCOUNT. If any associate wishes to purchase or sell a property for his/her personal residence, he/she will be entitled to keep the selling or listing commission generated by

the sale, irrespective of commission status. The only fees due the Company would be to cover costs incurred by the Company, i.e., advertising, MLS fees, conveyancing, etc.

Any sales associate selling a property in which they have an ownership interest must have a different RE/MAX Action agent acting as the listing agent. This is to insure full coverage by E&O insurance.

ADVICE AND PROCEDURES

It is the Company's intention to handle all real estate transactions in accordance with all applicable laws and regulations of the state. Any willful violation of any law or regulation is cause for immediate dismissal from the Company. In the event that a sales associate needs advice on how to handle a particular transaction, guidance of the owners is available. The real estate commission suggests the sales associate to advise his/her clients that the use of an attorney and/or accountant may be required. As outlined in the Independent Contractor Agreement, all legal expenses of the sales associate are not the Company's responsibility.

COMMISSIONS:

1. As an Independent Contractor, agent shall receive one hundred percent (100%) of commission earned and one hundred percent (100%) of conveyancing fees generated less Error and Omission Insurance Fees and office conveyancing fees.
2. Agents who have signed a No Stress or Split Commission contract with RE/MAX Action will be reviewed quarterly. If the individual agent cannot maintain certain minimum standards of production then their contract can be terminated immediately.
3. Sales associates will receive their commission within three (3) business days from date that office receives the file.
4. All processing of listings and sales, conveyancing, bookkeeping and secretarial functions will be the responsibility of the owners and the clerical staff in these departments.

AGENT PARTICIPATION:

1. Selection of fellow sales associates. The broker/owners, of course, have the final authority, but all sales associates are encouraged to participate in our selection process. Sales people are very knowledgeable as to the production, background, ethics and attitudes of other sales associates. They therefore know who would and would not make a good addition to our company.
2. Company functions. The sales force is encouraged to participate in planning company functions like training sessions, parties, picnics, etc.
3. Company goal. This is your company. We need you to succeed. Your ideas or goals for us, our expansion programs, etc. are very important.

WITHHOLDING TAXES AND SOCIAL SECURITY

The Internal Revenue Service has rules that govern a real estate salesperson who is an independent contractor. Hence, it is necessary that the sales associate file and pay income tax and social security payments. It will generally be necessary to file quarterly. It is recommended that each sales associate employ a competent tax consultant. The company will provide each sales associate with an annual statement of earnings. The company will not deduct withholding taxes from commissions.

DISCLOSURE TO THE PUBLIC

It is very important that the general public understand that RE/MAX Action Realty is "Independently Owned and Operated." All institutional advertising must carry that statement.

EQUAL OPPORTUNITY

It is the responsibility of the company to offer equal employment to any prospective sales associate without regard to race, color, sex, religion, age or national origin. It is the responsibility of the sales associate to offer equal service to all clients without regard to race, color, sex, religion, age or national origin in the purchase, sale, lease, exchange, rental or showing of any property.

TRADEMARKS

The indiscriminate use of the words: "REMAX", "RE/MAX, Inc", and "RE/MAX Realtors": (or any combination of these) could jeopardize our trademark rights. The proper use of our trademark "RE/MAX" is that the word must be in all capitals with a slash.

For the above reason, all requests for printing (such as mail outs, stationary, business cards, etc.) are submitted to and approved by the office administrator.

KEEPING CONTACT WITH THE OFFICE

It is the responsibility of each associate on a regular basis to keep in touch with the office. During vacation it is the responsibility of the associate to notify the office receptionist in writing as to "who" will follow up his/her business while away.

KEEPING THE OFFICE IN ORDER

Overall cooperation is required to keep the office neat and orderly. It is to our benefit that we, at all times remain efficient and attentive to details. Appropriate business dress code is to be observed during office hours.

ANSWERING CALLS AND CORRESPONDENCE

It is good business practice to answer calls and correspondence as soon as possible.

WHO MAY OBLIGATE THE BROKER

Sales associates have no authority to bind the company by any promise or representation unless specifically authorized in writing by the broker/owners.

OFFICE MEETINGS

There are no mandatory company functions. However, it is suggested that sales associates could benefit by attending meetings, company functions, regional functions and RE/MAX International conventions.

TELEPHONE/POSTAGE

No associate, without specific authority from the broker/owners, shall charge or cause a charge to be incurred by the company for any phone call of any nature, i.e., collect calls, charges from home, long distance calls. Sales associates are also responsible for their own federal express packages and individual postage requirements.

SEXUAL HARRASMENT POLICY

RE/MAX Action Realty does not tolerate any form of sexual harassment in the work place. Sexual harassment includes such conduct as unwanted physical touching; suggestive sexual reference; vulgar, lewd, or off color comments, jokes or stories. It may include other verbal or physical conduct that the recipient regards as offensive. If you feel that you have been or are being subjected to sexual harassment at work by any broker, owner, agent, manager, or other individual, please report the incident(s) to the broker/owners. They will give you a form to fill out to begin the following procedures.

SEXUAL HARASSMENT COMPLAINT PROCEDURE FOR RE/MAX ACTION

If you feel that you have been subjected to sexual harassment, please take the following steps:

1. Fill out the form provided by the broker/owners.
2. Submit the form to the broker/owners. All complaints will be held strictly confidential between the parties involved.
3. The broker/owners will review the complaint.
4. The broker/owners will interview all parties involved separately and all reports will be placed in each person's file.
5. If deemed necessary, first time offenders will be given written notice to cease such activity immediately. Second time offenders will be terminated immediately.

Our office is committed to maintaining a pleasant and productive work environment

ADVERTISING POLICY

All advertising placed by or on behalf of any sales associate in our office must have the prior written approval of the broker/owners or the designated representative. Unless the advertisement has the broker/owners written approval, we will not accept any responsibility or liability for the placement of such ads. "Advertisements" shall include but not limited to newspaper ads; ads in magazines; Yellow Pages; White Pages; yard signs; internet web sites; direct mail pieces; business cards; and TV and radio. This list

is not exclusive. Any form of personal promotion in any type of media is a form of advertising.

All advertising and /or marketing done by any sales associate with RE/MAX Action Realty must include the main phone number of the office, (215)358-1100. Any printed material with the office and agent phone numbers must comply with the State Real Estate Commission rules and regulations.

All printed material must be approved by the broker of record to assure compliance with the rules and regulations.

Any fines levied against an agent for not complying with the rules and regulations or levied against the broker of record for failure to supervise the agent, will be the agent's responsibility to pay.

CONVEYANCING

RE/MAX Action Realty's conveyancing department must handle all conveyancing.

BILLING POLICY

SHARED OFFICE EXPENSE

The following is included in the monthly billing:

1. Office Space
2. Furniture and Equipment
3. Clerical Salaries, F.I.C.A and Taxes
4. Utilities – Heat, Electric, Air Conditioning, Taxes, Etc.
5. Insurance
6. Accounting Fees
7. Basic Equipment for Clerical Staff
8. Directories
9. Basic Telephone Bill
10. Janitorial Services
11. Zipform Subscription and Par Forms
12. Subscriptions
13. Necessary Real Estate Software

PERSONAL EXPENSES

The following is included in the monthly billing:

1. Generic Advertising
2. TReND Charges
3. Individual Portion of Telephone Bill (including modem lines)
4. Regional Advertising
5. Copies that exceed 300 per month
6. Regional Administrative Fees
7. Personal Advertising
8. Any Overnight Packages (Federal Express, UPS, Etc.)

DIRECTLY PAID BY ASSOCIATE

The following is not included in the monthly billing and should be paid directly by the associate:

1. Mail Outs
2. Client Gifts
3. Professional Fees
4. Supplies
5. Signs

ADVERTISING

All advertising must meet truth in lending requirements. Only property exclusively listed by a sales associate shall be advertised. Associates have the availability to advertise on company approved sources. All other ads and sources are to be cash in advance basis, unless the associate arranges his/her own credit. Per the independent contractor agreement, the sales associate does not have the right to obligate the broker to any charge unless approved in writing by the owners.

INCOMING CALLS

The basic premise of our 100% commission program is that since an individual pays for all of his or her own advertising expenses, signs and mail outs, they should get the benefit of any telephone call or inquiry resulting from that effort. If the sales agent is not available and the consumer insist on speaking with an agent the sale inquiry will be directed to the floor time person.

GENERAL CALLS

The front desk coordinator will handle co-op broker calls.

1. The floor time associate will serve all generic advertising calls.
2. Advertising calls, sign calls, farming letter calls, etc., or any call which has been generated by a specific salesperson and carries his/her name will be directed to that associate.

FLOOR SCHEDULE

This company utilizes a floor schedule so that each person has the opportunity for floor time. Floor time is not mandatory, but if you agree to take floor time you must cover the hours you are scheduled. In the event you are unable to meet this schedule you must find someone else to cover the time for you. We use the rule that if you miss one scheduled floor time you will be taken off the floor schedule the following month.

No sub agent, buyers agent, assistant or licensed assistant is to take floor. They can not answer floor calls unless the agent they are working with is in the office with them.

FARMING POLICY

RE/MAX Action Realty recognizes the importance of establishing a consistent farming plan for the individual agent. There is a "NO PROTECTED" farming policy in effect at RE/MAX Action Realty.

PROSPECTING FOR CLIENTS

REFERRAL BUSINESS

Referrals are the best source of business in all professions and will yield the greatest percentage of success. However, this business does not just happen it must be cultivated by taking an aggressive role in your business and community.

1. **BECOME THE FOCAL POINT OF YOUR FAMILY**
 - a. Keep in touch with family members and organize and attend family functions.
 1. Mail-outs, calendars, newsletters, etc.
 2. Cousins Clubs and Family Reunions
 3. Attend family functions – Weddings, Parties, etc.
2. **BECOME ACTIVE WITH FRIENDS OUTSIDE THE REAL ESTATE BUSINESS**
 - a. Mail outs, calendars, newsletters, etc.
 - b. Organize high school and college reunions
 - c. Attend social functions
 - d. Join sports clubs (Swimming, Tennis, Golf, etc.)
 - e. Stay in touch with friends from former places of employment
 - f. Past military affiliations
3. **BE ACTIVE IN YOUR COMMUNITY**
 - a. Join civic groups
 - b. Join service groups (Kiwanis, Lions, Rotary, etc.)
 - c. Be active in political affairs
 - d. Be active in your church or synagogue
4. **TAKE ADVANTAGE OF YOUR PERSONAL BUSINESS**
 - a. Your banker
 - b. Your doctor, lawyer, pharmacist
 - c. New car or new furniture purchases
 - d. Auto mechanic, barber, food store, tailor, etc.
5. **FORMER CLIENTS**
 - a. Mail outs on a regular basis, newsletters, calendars, syndication prospectus, etc.
 - b. Client follow up
 - c. Planters or gifts after settlement or special occasions
 - d. Invitations to parties or social functions
 - e. Occasional phone calls to ask for business
6. **ATTORNEYS AND OUT OF AREA BROKERS**
 - a. Use settlement courtesy letters after meeting any attorney or out-of-area broker to generate referral business from them.
 - b. Maintain a mailing list and send out calendars, newsletters, etc.
 - c. Visit their offices to establish a co-op relationship

PROSPECTING FOR CLIENTS

NEW BUSINESS

1. Classified advertising – major and local newspapers
2. Sale signs and sold signs
3. Calling open listing ads and open rental ads
4. Cold calling - handle personally or hire someone on a per call basis
5. Farming letters – newsletters, etc.
6. Letters to renters (duplexes and apartments) showing the benefit of being a homeowner.
7. Just sold cards – mail out after closing a sale of a listing
8. Just listed cards
9. Door to door canvassing
10. Nursing homes and hospitals – visit local nursing homes and hospitals and offer free notary and real estate services.

CONDUCT WHILE SHOWING PROPERTY

Successful sales associates respect the owner's request for appointments before showing the property. They always phone before going to inspect or show and are considerate of the privacy of the homeowner. If after making an appointment to show a house, you find you will not be able to show the property, be sure the owner is informed. If an appointment has been made and the prospect decides after driving up in front of the house that he/she does not want to go in, let the owner know the appointment will not be kept.

When quoting prices on a property, quote the listed price as required by state law.

After showing a property, notify the listing agent and give him/her your comments.

The professional REALTOR does not oversell himself /herself and his/her office to another broker's principal. It is not necessary and it is unethical. Remember that you are only allowed there through the courtesy of the cooperating listing broker. Once in the property, inspect it promptly and leave. Another broker's client is not a source of advice, financing information or inclusions. If you need additional information, call the listing broker. It is a good idea not to smoke in a listed property without the approval of the seller.

COOPERATING WITH OTHER BROKERS

Complete and total cooperation is given to our fellow realtors at all times. It is in both our own and our client's best interest to develop a reputation that will encourage broker participation on all of our listings.

LOCK BOXES

Lock boxes can be placed on all vacant properties and may, at the associate's option, be placed on occupied properties with authorization from the sellers.

VACANT PROPERTIES – PLUMBING AND HEATING

The listing sales associate should notify the seller in writing to:

1. Keep heat on and tape any emergency switches
OR
2. Have the property winterized

OFFICE FILES

Once a listing is obtained, it is given to the front desk coordinator within 24 hours. RE/MAX Action Realty is a member of TReND. The front desk coordinator establishes a folder for that property. All pertinent information is inserted in the folder until the property is sold and closed. At that time, the completed folder including sale information is retained in the respective office for future reference and record.

LISTINGS

All listings taken are to be turned into the company within 24 hours of the signing of the listing contract or placement of a for sale sign on the property and must include the following.

1. Consumer Notice
2. Real Estate listing contract
3. Completed TReND sheet
4. Estimated Proceeds
5. Seller's property disclosure
6. Instructions for showing the property

Pocket listings and net listings traditionally have lessened a sales associate and company's prestige within the realtor community. Good listings at a fair price result in satisfied buyers and sellers and will enhance our reputation for honest service to the public.

LISTING PROCEDURE

1. Turn in listing file immediately
2. Mail out listing thank you letter
3. Put up "for sale sign"
4. Mail out just listed cards to neighbors (suggested)
5. Contact sellers weekly for status report
6. Upon receipt of an offer contact owner immediately to make an appointment to present the sale.
7. After sale is closed, report the sale to the front desk coordinator
8. Prepare cap sheet and attach with agreement of sale and deposit check and put in conveyancer's bin. All this must be given to the conveyancer within 24 hours to comply with the Rules and Regulations of the Pennsylvania Real Estate Commission. "In House" deal, listing agent is responsible for completing cap sheet and coordinate buyers' information with selling agent. Please be sure that you have the seller's mortgage account information, account numbers and 800 customer service phone number.

9. Send out just sold cards and put up sold sign (suggested after all inspections have been satisfactorily completed and all deposits have been received).
10. Listings salesperson should maintain a conveyancing check list and check file regularly.
11. After settlement, put client on your follow up list
12. Take sale/sold sign off property
13. After settlement, return conveyancing folder with checks and HUD 1 to the conveyancing department.

SELLING PROCEDURES

1. Prepare Agreement of sale and submit to listing salesperson
2. Retain your inspection checklist folder with copies of all pertinent documents for your personal records.
3. Complete the transaction summary form and put in the conveyancer's bin.
4. After settlement, return the file, checks, HUD 1 and green commission voucher form to the conveyancer.
5. Place buyer on you client follow up list

SETTLEMENT PROCEDURES

1. All associates involved in any transaction must attend and handle their settlement.
2. Any commission dispute that may arise at settlement or any problem which could lead to a lawsuit, must be brought to the owners' attention before proceeding with settlement.
3. Send out a courtesy letter to any attorney and/or the out of area broker attending the settlement.

EARNEST MONEY DEPOSITS

All earnest money deposits are given to the conveyancer as soon as possible and no later than the next business day. The standard company deposit transmittal form must accompany the check. It is imperative that sufficient time be allowed for the check to clear the bank. Under no circumstances does a sales associate accept cash as a deposit.

ALL ESCROWS ARE GIVEN TO THE CONVEYANCING DEPARTMENT. Earnest money deposits are held in the escrow account until closing. Conveyancing needs sufficient notice to get the check ready for closing. In the event a deal falls through, notice is sent to the office in writing before the deposit monies are released and all parties must execute a standard release form.

COMMISSIONS

1. Commissions are paid to the RE/MAX Action sales associate three (3) business days after the settled file is turned into the conveyancing department.
2. In the event that a sales associate has fallen behind in paying his/her office bill, the entire office bill is deducted from any commission he/she has earned. Any balance that is remaining will be given to the sales associate.
3. All commissions and fees shall be made payable to RE/MAX Action.

4. Any commission or fees paid directly to an associate is in violation of state law and is cause for immediate dismissal.

BOARD DUES

All RE/MAX Action associates are responsible for paying their own real estate board dues and TReND fees.

VACATION POLICY

It is the independent contractor's responsibility to have someone cover their listing inventory while they are away on vacation/holiday. If there is no one to cover their inventory and a broker/owner of RE/MAX Action closes a sale, the normal referral fee of 25% will be charged on that transaction. All other referral arrangements are to be in writing and inserted in the office file.

The associate must notify the front desk with the dates that he/she will be away.

REFERRALS

Refer to www.remax.com for offices and agents throughout the world. A RE/MAX referral form can also be found on this website.

NECESSITY FOR COMPLETE OFFICE RECORDS

Copies of all letters pertaining to real estate, whether they are written by the sales associate or others, and copies of all contracts, addendum's and agreements are placed in the appropriate file by the conveyancer. Because this is the only protection that the company has in the event of a lawsuit, full knowledge of the case is important.

BUYERS AGENT POLICY

Agents are permitted to have buyer's agents working under their direct supervision. Regular RE/MAX Action expenses are expected to be paid by agent/buyer's agent on a monthly basis. Buyer's agents are to receive direction and are to report to their supervising agent. Lead generation should be the responsibility of the buyer's agent and agent, not the office. Buyer's agents are not permitted to participate in floor duty.

In addition, for each buyer's agent, the office is to receive \$5000.00 per year. The office will accept payments of \$500.00 per transaction for the first ten transactions that the buyer's agent is involved with. If the buyer's agent does fewer than ten transactions, the agent/buyer's agent will be billed for the balance that is owed the office at the end of the year.

VOICE MAIL

It is the responsibility of each agent to regularly retrieve all messages from 215-358-1225. All interoffice messages can only be retrieved by calling the above number.

All agents must give the main office phone number of 215-358-1100 on their voice mail message.

POLICY REGARDING AGENCY RELATIONSHIPS

1. RE/MAX Action Realty works with sellers and buyers acting as seller agent (and/or landlord agent) or as a buyer agent (and/or tenant agent). The relationship is formed through a written listing agreement with the seller (Listing Contract) and through a written buyer agency agreement with the buyer (exclusive buyer agency contract).
 - 1A. **Designated Agency** – RE/MAX Action Realty will appoint a licensee to work as the designated agent of the seller and/or buyer. The appointment of the designated agent will be made only with the written consent of the seller and/or buyer in the listing contract or business relationship agreement or other written consent of the client.
 - 1B. **Dual Agency** – In the event a licensee is acting as the designated seller agent and the designated buyer agent in a transaction, the agency relationship will change and the licensee shall be a dual agent, as outlined in the listing contract and the business relationship agreement. The potential for dual agency will be disclosed to seller and buyer at the time significant interest in a particular property is expressed and will be confirmed in writing prior to an agreement of sale.

RE/MAX Action Realty has the responsibility to direct and supervise the business activities of designated agents and thereby owes fiduciary duties to both the seller/landlord and buyer/tenant as a dual agent.
2. RE/MAX Action Realty will cooperate with other brokers who act as transaction broker or buyers agents. Licensees of RE/MAX Action Realty are authorized to accept offers of cooperation (in the form of an agreement of sale) and to offer compensation to a cooperating broker who is acting as a transaction broker or buyer agent. Licensees are not authorized to offer compensation to a cooperating broker who is acting as a subagent.
3. RE/MAX Action Realty will no longer practice sub-agency.

TERMINATION

In the event that a sales associate desires to terminate or modify his/her relationship with this company, a 60 day written notice is required.

All associates are hereby notified that any pending settlement and listings are the property of RE/MAX Action Realty and determination of these, when an associate leaves the Company, will be handled on a case by case basis.

In anticipation of the Pennsylvania Privacy of Social Security Numbers Act going into effect on December 26, 2006, we are instituting an office policy effective November 1, 2006 that NO real estate agent or assistant to a real estate agent is permitted to ask for and/or obtain a social security number from any consumer.

For the domestic relations lien search, have the title company contact the consumer directly.

For credit reports, have the mortgage company contact the consumer directly.

Do not offer your buyer clients the option of an interest bearing escrow account since we do not want to be responsible for maintaining the security of a W-9 form.

We will no longer be offering interest bearing escrow accounts to buyers.

Thank you in advance for your cooperation.

Do Not Call Policy

If you do not want to receive sales calls from RE/MAX Action Realty, you can ask us to place your telephone number on RE/MAX Action Realty's "Do Not Call" list. In compliance with federal and state laws, your request will be documented immediately. Please allow up to 30 days for your telephone number to be removed from any sales programs that are currently underway.

Your request can be in writing or by phone, and must include, at a minimum, your telephone number.

If you have multiple telephone numbers, tell us all numbers that you want to be included.

You will remain on our "Do Not Call" list for five years, unless you ask to be removed.

If your telephone number ever changes, you must give us your new information for your "do not call" status to remain in effect.

Many "do not call" regulations permit companies to contact their own customers even though your number(s) are on these other "do not call" lists. Therefore, if you are a RE/MAX Action Realty customer, you may be contacted by RE/MAX Action Realty even though you are on these other "do not call" lists. If you do not want to be contacted by RE/MAX Action Realty even though you are a customer, simply follow the steps above to be placed on RE/MAX Action Realty's "Do Not Call" list and your request will be honored.

Being on RE/MAX Action Realty's "Do Not Call" list means that you will not receive sales calls by anybody representing RE/MAX Action Realty. We may still contact you, however, for non-solicitation purposes.



Complying with the Telemarketing Sales Rule

The Federal Trade Commission (FTC) amended the Telemarketing Sales Rule (TSR) to give consumers a choice about whether they want to receive most telemarketing calls. As of October 1, 2003, it is illegal for most telemarketers or sellers to call a number listed on the National Do Not Call Registry.

Who is covered by the National Do Not Call Registry?

The National Do Not Call Registry applies to any plan, program, or campaign to sell goods or services through interstate phone calls. This includes telemarketers who solicit consumers, often on behalf of third party sellers. It also includes sellers who provide, offer to provide, or arrange to provide goods or services to consumers in exchange for payment.

The National Do Not Call Registry does not limit calls by political organizations, charities, or telephone surveyors.

How will the National Do Not Call Registry work?

Starting January 1, 2005, telemarketers and sellers will be required to search the registry at least once every 31 days and drop from their call lists the phone numbers of consumers who have registered. Through December 31, 2004, telemarketers will have to update their lists every three months. The dedicated, fully automated and secure Web site at www.telemarketing.donotcall.gov will provide this information to telemarketers and sellers.

When an organization accesses the system for the first time, it will have to create a profile and provide some identifying information, such as organization name and address, authorized representative, and the representative's telephone number and email address. If an organization is accessing the registry on behalf of a client-seller, the organization may need to identify the client (or clients).

The only consumer information organizations will be able to access from the national registry is a registrant's telephone number. Consumers' phone numbers will be sorted and available by area code. Each organization accessing the registry data will be required to pay an annual fee based on the number of area codes the company accesses.

On subsequent visits to www.telemarketing.donotcall.gov, organizations will be able to download either a complete updated list of numbers from their selected area codes or a more limited list that shows additions or deletions since the last download.

A consumer who receives a telemarketing call despite being on the registry will be able to file a complaint with the FTC, either online or by calling a toll-free number. Violators could be fined up to \$11,000 per incident.

Addendum to Policy Manual dated April 22, 2009

One of our agents was just fined for three violations of the rules and regulations.

1. If you advertise a team or group, all the names of the licensed members of the team or group must be present in the ad. The only place that all of the team members do not need to be stated is on your business card.
2. In any ad, your direct phone number cannot be more prominent than the office phone number.
3. You must register your nickname with the state real estate commission if you advertise any variation of your name that is different from what is printed on your real estate license. I just registered my nickname, "Joe", this morning with the state. I was told by an attorney on the PAR Hotline to e-mail the real estate commission from their website www.licensepa.state.pa.us. Ask them to register your nickname with your license number.