

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 the Agent's 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 is as follows:

- Audit Compliance - \$250.00
- Contract Prep to Close All-Inclusive Program - \$350.00
- Listing Prep to Close All-Inclusive Program - \$425.00
(\$75 non-refundable at time of listing prep)
- After-Hours + Contract to Close All-Inclusive - \$400
- After Hours + Listing Prep to Close All-Inclusive - \$475
- Dual Party Add On - \$150.00
- MLS Listing add On - \$25 *restriction may apply
(Non-refundable and do at the time of listing prep)

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

The 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.

Upon execution of this agreement, the Agent agrees to release True North Transaction Management of any and all liabilities that may arise by virtue of the transaction. Agent further agrees to indemnify, defend, and hold the TC harmless from all claims, disputes, litigation, judgments, and attorney fees that may arise in connection with the transaction and from any incorrect information supplied by third parties to the TC, or 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 begins 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 the “After Hours Package” for extended hour availability.

INVOICING AND PAYMENT INFORMATION

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

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

-Invoices that are not paid within 7 days 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.

Cancellation Policy:

The first cancellation for a buyer or seller is at no charge.

If a buyer or seller has more than one cancelled contract there will be a \$75 cancellation fee per cancellation after the first one.

The fee will be billed to the agent on the Friday after the cancellation and will be due within 3 business days after invoicing.

AGENT RESPONSIBILITIES

-It is the agent's responsibility to:

- *Inform clients that a TC will be assisting with the transaction.
- *Provide prompt communication with TC 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 the agent at a minimum regarding files.
- Provide prompt and professional service to all parties
- Communicate expectations of a timeline when tasks are requested from the 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. The TC will also contact the co-op agent, title and closing companies, and lender to obtain name, company, email, and phone numbers.
 - Review and ensure all required documents are on the agent's 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 the co-op agent, TC will request the Agent to reach out as well.
 - Once all required signatures are obtained, the TC will submit the processing sheet and all documents to the Agent's admin for auditing.
 - Once the audit is completed by the Agent's brokerage, any outstanding items or items requiring correction will be worked on 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 the file is complete.
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Contract Prep to Close ALL-Inclusive Package

Responsibilities

- All of the tasks of the Audit Compliance Program (see attached) plus:
- TC can prep offer documents and once approved by the agent, send them to the client for signatures. Please note offer 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 is ordered per contract terms.
- Ensure that the lender/title company receives the contract and has initiated the loan process and conditional loan approval per contract requirements.
- Order a home warranty or ensure it was ordered by the appropriate party (if applicable).
- Write up a TRR form per agent specifications, once approved by the agent, obtain all initials and signatures required.
- Provide termite ODAFF to the lender if applicable.
- Obtain repair receipts, upload them to the agent's site and send copies to the buyer.
- Write supplementals per the agent's request and ensure signatures are completed.
- Send Utility reminders prior to closing.
- Ensure DA is sent to the title company (if applicable)
- Request reviews from the client after closing.
- Set up "After the Close" follow-up dates for agent.
- Upload closing docs to the agent's preferred location.

***Please note if the Agent has the listing and only requests the "Contract to Close" package, any remaining LISTING audit compliance items will be the responsibility of the Agent. If finalizing any listing audit docs are required an additional \$40 will be added to the Contract Prep to Close pricing, per transaction.

Listing Prep to Close ALL-Inclusive Package **Responsibilities**

***** \$75 due at time of Listing prep*****

\$75 is Non-refundable

Remainder only due if the contract closes

- All of the Audit Compliance Program (see attached)
- TC can prep Listing documents and offer documents and once approved by the agent send them to the client for signatures. Please note Offer Prep and Listing Prep ARE 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.
- Send out re-list documents and notify the agent prior to expiration that the listing is set to expire.
- Create and maintain contract deadline calendar.
- Monitor deadlines and send reminders to relevant parties.
- Ensure appraisal is ordered per contract terms.
- Ensure that the lender/title company receives the contract and have initiated the loan process and conditional loan approval per contract requirements.
- Order a home warranty or ensure it was ordered by the appropriate party (if applicable).
- Write up a TRR form per agent specifications, once approved by the agent, obtain all initials and signatures required.
- Provide termite ODAFF to the lender if applicable.
- Communicate with the seller/agent that repairs were complete, obtain repair receipts, upload them to the agent's site and send copies to the buyer/agent.
- Write supplementals per the agent's request and ensure signatures are completed.
- Send Utility reminders prior to closing.
- Ensure DA is sent to the title company (if applicable)
- Request reviews from clients after closing.
- Set up "After the Close" follow-up dates for agent.
- Upload closing docs to the agent's preferred location.

MLS LISTING ADD-ON SERVICE

- Input listing into agent's MLS (GTAR, OKMAR, FLEX)
- Make price changes or corrections to the listing with written instructions from the agent.
- Mark listing as contingent, pending, closed, withdrawn, or released as applicable.
- Agent/Agent's brokerage responsible for MLS fee for the unlicensed assistance access to MLS
- Must be approved by the Agent's brokerage. Please note not all brokers allow this service. Please check with them prior to signing up for this add-on service.
- Once approved by Brokerage it may take up to 2 weeks before access is granted, and MLS assistance can begin.

AFTER-HOURS ALL-INCLUSIVE PACKAGE

- All of the 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 the request has been received within 20 minutes and will provide expectation of completion of the request. *If you have not received confirmation of receipt of request after 20 minutes please text 918-645-3598.
- After an initial email request is received, further communication may be done via email or text/call as needed.
- The last request for an offer to be written is 30mins prior to the end of the 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 \$25 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.

REFERRAL 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 the TC responsibilities for **initial and subsequent transaction(s)** procured through True North Transaction Management.

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

- _____ Audit compliance \$250
- _____ Contract Prep to Close All-Inclusive Package - \$350
- _____ Listing Prep to Close All-Inclusive Package - \$425
 (\$75 non-refundable at time of prep)
- _____ After Hours+ Contract Prep to Close All-Inclusive - \$400
- _____ After Hours + Listing Prep to Close All-Inclusive - \$475
- _____ Add on of MLS Listing Services – add’l \$25
 (\$25 non-refundable do at the time of prep).

Name: Kate Cain True North TM

Agent Printed Name: _____

Signature: _____

Signature: _____