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# Resource Guide

## Structure

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## Contact Us

[Commercial Concierge](#)

[eXp Referral Division](#)

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[Marketing](#)

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## Brokerage Items

eXp Commercial is a separate entity owned by eXp World Holdings and a separate brokerage from eXp Realty.

**Boards and MLS's** - eXp Commercial is **NOT** affiliated with the National Association of REALTORS, therefore the entire Brokerage will not be members of National, State and Local REALTOR Boards or MLS owned by REALTORS unless the MLS allows for affiliate membership or does not require the entire brokerage to join. A **NON REALTOR MLS** can be joined (CCIMs and SIORs are required to be members of NAR as affiliated members). If the Board requires a REALTOR membership of the Designated Broker of the State, eXp Commercial will not become a REALTOR. If the MLS allows for membership without the entire membership of eXp Commercial then you can join. Please contact your local Board or MLS for details. All Boards and MLSs have a different set of rules and regulations.

**State Email Address** - State broker emails follow the format: st.broker@expcommercial.com

**Commercial Designated Managing Brokers** - eXp Commercial Designated Managing Brokers and Commercial Advisors exist in each state. Find the State Broker Roster [here](#).

**Licensing** - Practicing commercial real estate requires a valid real estate license in the respective state and is open in all 50 states, including the District of Columbia. License portability varies by state. Refer to the license portability map for details.



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## Advisor Items

**eXp World** - eXp Commercial will operate in [eXp World](#) which is shared with eXp Realty and other affiliated partners. Please visit "eXp Commercial" once in the World from the GO TO Menu.

**Workplace** - eXp Commercial will operate within the existing Workplace platform shared with eXp Realty. A dedicated Workplace group exists for each state for eXp Commercial advisors.. Only agents with licenses under eXp Commercial, LLC, may join and is not open to Realty Agents

**Website** - Visit [www.expcommercial.com](http://www.expcommercial.com)

**How do Agents Join** -Non-eXp Realty agents can apply [here](#). Newly applying advisors will receive their eXp Commercial ICA within 1-2 business days where they will name their sponsor.

**LOGO Usage:** Only agents licensed under eXp Commercial may use the eXp Commercial logo.

**Independent Contractor Agreement** - [ICA](#)

**Policies & Procedures** - [P&P](#)

**Brand Resources** - [eXp Commercial Brand Guide](#)



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**Payplan** - eXp Commercial has a **different payplan** than eXp Realty.**Pay Plan:**

- 80/20 split with a \$20,000 annual cap.
- Risk management fee: \$100 per transaction (capped at \$1,000 annually).
- Broker review fee: \$250 per transaction.
- Capped transaction fee: \$250 (only applies after reaching the cap).
- Monthly tech and cloud brokerage fee: \$500 (includes CoStar, Buildout, Canva Enterprise, SkySlope, AIR CRE, Moody's Analytics, and eXp Commercial training).
- Start-up fee: \$500 (first month's payment).

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## Business Brokers

- Business brokers handling only business sales can opt out of CoStar for a reduced \$250 monthly fee. Contact [businessbrokering@expcommercial.com](mailto:businessbrokering@expcommercial.com) for details.

*. If you're handling both business and property transactions, the \$500 monthly technology fee – covering CoStar and other valuable tools – will apply.*

*If you are a business broker who does not sell real property and are interested in reducing your costs by opting out of a CoStar membership, please contact us at [businessbrokering@expcommercial.com](mailto:businessbrokering@expcommercial.com) for more details.*



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**All Sale Transactions** are subject to the following fees/deductions: Company Share of 20% or Capped transaction Fee\*, Broker Review Fee, Risk Management Fee, Advisor Fee (if applicable), 5% Equity Stock (if opted into the program).

**All Lease/Rental Transactions** are subject to the following fees/deductions: Company Share of 20% or Capped transaction Fee\*, Risk Management Fee (if commission is over \$1,500), 5% Equity Stock (if opted into program).

If Lease/Rental commission is less than \$1,500, capped transaction fee will be assessed as 20% of the commission rather than \$250; Risk Management Fee and Broker Review fee are excluded.

**All Referral Transactions** are subject to the following fees/deductions: Company Share of 20% or Capped transaction Fee\*, 5% Equity Stock (if opted into the program).

If Referral commission is less than \$1,500, capped transaction fee will be assessed as 20% of the commission rather than \$250; Risk Management Fee and Broker Review fee are excluded.

**All BPO Transactions** are subject to the following fees/deductions: Company Share of 20% or Capped transaction Fee\*, 5% Equity Stock (if opted into the program).

If BPO commission is less than \$1,500, capped transaction fee will be assessed as 20% of the commission rather than \$250; Risk Management Fee and Broker Review fee are excluded.



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**Personal Transactions-** Carry a \$500 Transaction Fee, in addition to the Broker Review Fee and Risk Management Fee. Three (3) personal transactions are allowed per anniversary year. Refer to page 13 of the [Policies and Procedures](#) for definitions of a personal transaction.

**Any commission questions or requests-** please email our Commercial Transaction Payment team at [Commissions@expcommercial.com](mailto:Commissions@expcommercial.com) or [Transactions@expcommercial.com](mailto:Transactions@expcommercial.com).

**Sponsorship/Revenue Share** - Is shared between Realty and Commercial.

**eXp Commercial ICON Program** - eXp Commercial US celebrates all of our agents while also highlighting those who achieve exceptional production levels and exemplify our core values. Agents can achieve ICON status by meeting or exceeding the Program's Production Requirements during their Capping Period. [ICON Program Overview](#) | [ICON Program Cultural Points Guide](#)

**Groups** - Domestic groups and self-organized groups are allowed in eXp Commercial. **No team members will have a reduced cap.** Summary of [Groups at eXp Commercial](#).

- [Commercial Groups & Domestic Partnership FAQ](#)

**Mentor Program** - Work with a Mentor for your first 3 transactions. Agents will be paired up with a Mentor who specializes in the same asset class that the new agent would like to work in. Agents with less than 3 transactions in the 24 months preceding onboarding are required to enroll in the Mentor program. [Mentor Program FAQ](#)



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**Mentor** - If you want to be considered to be a Mentor, please fill out this form [Mentor Application](#). The minimum requirement to be a Mentor is 15 commercial transactions.

**eXp Commercial Academy Program** - [eXp Commercial Academy Program FAQ](#) - New Agent Education and Ramp up Program. Agents with less than 3 transactions in the 24 months preceding onboarding are required to enroll in the Academy program. **Please note the eXp Commercial Academy program is ONLY available for agents who have their licenses affiliated with eXp Commercial and who have signed paperwork to migrate from eXp Realty to eXp Commercial.**

**Email Address** - eXp Commercial agents will receive a forwarding email in the following format:  
first.last@expcommercial.com.

**KVCore** - eXp Commercial agents **DO NOT** get a kvCore account. They will have a different Lite CRM through Buildout. kvCore is only available for eXp Realty agents.

**Agent Attraction** - eXp Commercial has its own agent slide deck presentation. Agent attraction is allowed between eXp Realty and eXp Commercial entities. This slide deck is linked [here](#).

**Skyslope** - eXp Commercial will use Skyslope. This is also where agents will find forms and documents necessary to conduct commercial transactions. We have partnered with AIR CRE to create a library of over 500 forms and documents nationwide.

**Enterprise** - eXp Commercial agents will show in Enterprise under the Broker Dashboard Office Breakdown labeled Commercial, i.e., Texas Commercial



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**Regus** - Regus offices work the same with eXp Commercial as they do with eXp Realty, you just need to [register](#).

**Commercial Advisor Directory** - This is used to showcase a roster of all eXp Commercial Advisors.

View the [Commercial Advisor Directory FAQ](#) to learn more about how to update your profile and access the directory.

**eXp Dial Safe** - This application provides eXp advisors with the ability to screen phone numbers against the US and Canadian federal Do Not Call (DNC) list and United States state DNC list. In turn, this resource will help to protect a real estate agents business(es) by assisting compliance with DNC rules. See the FAQ [here](#).

## Staff Items

**Onboarding** - Please note that eXp Commercial has a different application process. Please visit [www.eXpCommercial.com](http://www.eXpCommercial.com) and select "Apply As Agent." For onboarding questions, please email [onboarding@expcommercial.com](mailto:onboarding@expcommercial.com).

**Joining** - For a guide on applying as a new (to eXp) agent, click [here](#).

**Commission Payments** - No split check payments, single check only.

**Commission Advances** - Are allowed at eXp Commercial.



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**Who do agents contact for general Commercial questions/inquiries?** - Visit the Commercial Self Help room or please have agents email: [conciierge@expcommercial.com](mailto:conciierge@expcommercial.com).

**How do Commercial agents get Tech Support?** - Visit the Tech Outpost in eXp World <https://exp.world/welcome>. There is no separate IT division for eXp Commercial.

**Does Commercial have office hours?** - Staff members are available to help for 12 hours a day in [eXp.World/commerciallobby](https://exp.world/commerciallobby) from 8am to 8pm EST (5am to 5pm PST). In the world, select "I have a question."

**Who are the eXp Commercial Brokers?** - eXp Commercial brokers for each state are listed [HERE](#).

**Can existing eXp residential agents represent commercial properties now?** - Yes, in Realty, they can handle commercial property transactions. Realty cannot brand as eXp Commercial as they are two separate brokerages.

**Can an eXp Realty agent handle brokering a business in a deal?** No. Business brokering is only allowed for eXp Commercial agents.

**Can an existing Commercial agent in eXp Realty move to eXp Commercial?** Yes, a Commercial agent in eXp Realty can move their license to eXp Commercial. To ensure the stock is not compromised and your anniversary date stays the same, IT transfers your profile on Tuesdays. An ICA and Acknowledgement form needs to be completed by the Monday before. \*The agent transitioning cannot have any pending transactions in Skyslope or IT will not be able to migrate them. Please visit the Commercial lobby and grab a blue ticket if you have any questions.



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**As an eXp Realty agent selling commercial property, can I use the eXp Commercial logo?** - No, if your license is not held in eXp Commercial, LLC., you may not use the logo even if you are selling commercial property.

**Can a Commercial eXp agent sell residential real estate?** - Yes, however, restrictions on Boards and MLS's above do apply.

**Can a Commercial eXp agent represent Business Brokering?** - Yes, with a membership to the IBBA (International Business Brokers Association), education and proper training, eXp Commercial will allow all licensees to engage in the representation of and/or the sale of a business. \*\*California (CABB) would need to join separately by selecting Corporate Individual membership for Licensed Salespersons or Brokers who are associated with a current and active Corporate member. The discount code is: qwbfs3raz. [BB Addendum to ICA](#)

## Common Inquiries

**If a Realty agent sells commercial properties today will their commissions/split be grandfathered if they move to eXp Commercial?** Since the commission split (cap) is different by brokerage, you will have the cap that applies to the brokerage with which you have your license affiliated. Realty is \$16K, Commercial is \$20K. If an agent transfers from Realty to Commercial they will be subject to all new Commercial brokerage fees and caps. Any company dollar paid in during the agents' current anniversary year will carry over.

**Is eXp Commercial international?** At this time, eXp Commercial is only open in the US. We plan to open in other countries soon though!



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**Why would eXp launch a commercial venture when the pandemic (COVID-19) has forced so many commercial properties to go in the red or shutter entirely?** Actually, this is perfect timing for an existing commercial broker to cut overhead, especially while they are looking to make material cuts, and adopt the eXp model that runs on very low overhead with no need for a brick-and-mortar space. Commercial agents are needed now more than ever.

**Can existing eXp residential agents represent commercial properties now?** Yes, but they cannot represent Business Brokering. Agents in Realty can co-broker with eXp Commercial agents as well. We will have business brokering in Commercial. Realty agents and Commercial agents can co-broker transactions if they are both affiliated with eXp.

**Can a Realty Agent recruit a Commercial Agent under Rev Share?** Yes and vice versa.

**What types of properties are considered commercial?** Multi-Family (5 units or more), Office, Industrial, Retail, Hotels, Hospitality, Mixed-use, Land Leasing, Land for Development (i.e., office, residential/retail, multifamily, Industrial, etc.), Special purpose (i.e., parking lots, stadiums, bowling alleys, etc.).

**Will eXp Commercial also handle property management?** No, however, it may be added as an ancillary service in the future.

**Will there be a lead or referral program between eXp Realty and eXp Commercial?** Yes, we encourage referral business between the 2 companies. Referral opportunities can be found by networking on our Workplace platform.



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**How do I locate an in-state or out-of-state Commercial agent?** A list of our agents can be found on the [eXperts Page](#) of our website. They can also be found under their State Commercial Workplace group.

**When does an agent receive access to their eXp Commercial tools?** Once the agent has transferred his/her license to eXp Commercial, signed the ICA, and has been fully onboarded, it will take 1-2 business days to receive access to all of their tools.

**What Commercial Tools are included in the tech package?**

- CoStar: Industry’s leading market data and analytics platform.
- Buildout: Streamlined marketing and proposal creation.
- Canva Enterprise: Powerful design tools for polished presentations and marketing.
- AIR CRE: State and local contracts and forms tailored to commercial real estate professionals.
- SkySlope: A transaction management platform for compliance and efficiency.

**What is CoStar?**

CoStar is the industry’s leading market data and analytics platform, offering real-time insights into over 6 million properties and 11 million lease and sale comparables. It was the most requested tool by eXp Commercial advisors, designed to help you make faster, smarter decisions and deliver exceptional value to your clients.



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## **Is CoStar required?**

eXp Commercial Business Brokers who focus exclusively on selling businesses and do not deal with real property can opt out of a CoStar membership and pay a reduced \$250 monthly Cloud Brokerage fee. If you're handling both business and property transactions, the \$500 monthly technology fee – covering CoStar and other valuable tools – will apply.

If you are a business broker who does not sell real property and are interested in reducing your costs by opting out of a CoStar membership, please contact us at [businessbrokering@expcommercial.com](mailto:businessbrokering@expcommercial.com) for more details.

**Will Realty Agents have access to CoStar?** Realty Agents will **not** have access to CoStar. Only eXp Commercial Advisors will have access to CoStar under the eXp Commercial flag.

**What is Buildout?** [Buildout](#) is a software used by commercial real estate companies to power their marketing efforts and includes a CRM and pipeline management tools.

**Will Realty Agents have access to Buildout?** Realty Agents will **not** have access to Buildout. Only eXp Commercial Advisors will have access to Buildout under the eXp Commercial flag.

**What is Moody's Analytics CRE?** [Moody's Analytics CRE](#) offers integrated insights, analytics and enriched data to CRE professionals. Moody's Analytics CRE enables users to identify trends, patterns, market dynamics and emerging opportunities to make better-informed decisions, manage risk, and navigate the complexities of changing market conditions. Built on trusted, validated data, dynamic analytics and extensive research



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programs, and backed by a strong market reputation, ecosystem and strategic partnership network, Moody's Analytics CRE helps institutions gain efficiencies and drive growth in CRE. See the [Moody's Analytics FAQ](#).

**What if I do not want Buildout Elite or Moody's Analytics CRE?** You still must pay the \$250.00 per month.

Buildout will be the platform where you will enter your listings so they will syndicate to [www.eXpCommercial.com](http://www.eXpCommercial.com) and other commercial listing platforms. You cannot opt out.

**What materials can I use to recruit Commercial agents?** You can use the Agent facing slide deck available on [www.eXpCommercial.com](http://www.eXpCommercial.com) under "Join Us".

**Can I affiliate with both Realty and Commercial?** Unfortunately no, at this time, it is not possible to affiliate with both eXp Realty and eXp Commercial.

**How do I apply to be an eXp Commercial Mentor?** Please complete the [Commercial Mentor Application](#).

**Can eXp Commercial agents brand themselves?** Absolutely, but please refer to your state advertising guidelines to ensure that you are compliant.

**Will eXp Commercial agents receive a careers site like Realty?** Unfortunately not at this time.

**How will I market my listings?** By entering them into Buildout so they are syndicated automatically to [www.eXpCommercial.com](http://www.eXpCommercial.com) and other commercial listing platforms you subscribe to.



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**What will my title be?** Commercial titles are as follows - **Advisor:** New to Commercial Real Estate and going through the Mentor Program, or experience in commercial earning less than \$150K a year. **Senior Advisor:** Earning more than \$150K GCI a year. **Advisor, Vice President:** Earning more than \$300K GCI a year. **Advisor, Senior Vice President:** Earning more than \$500k GCI a year.

## **How do I receive my Advisor Title?**

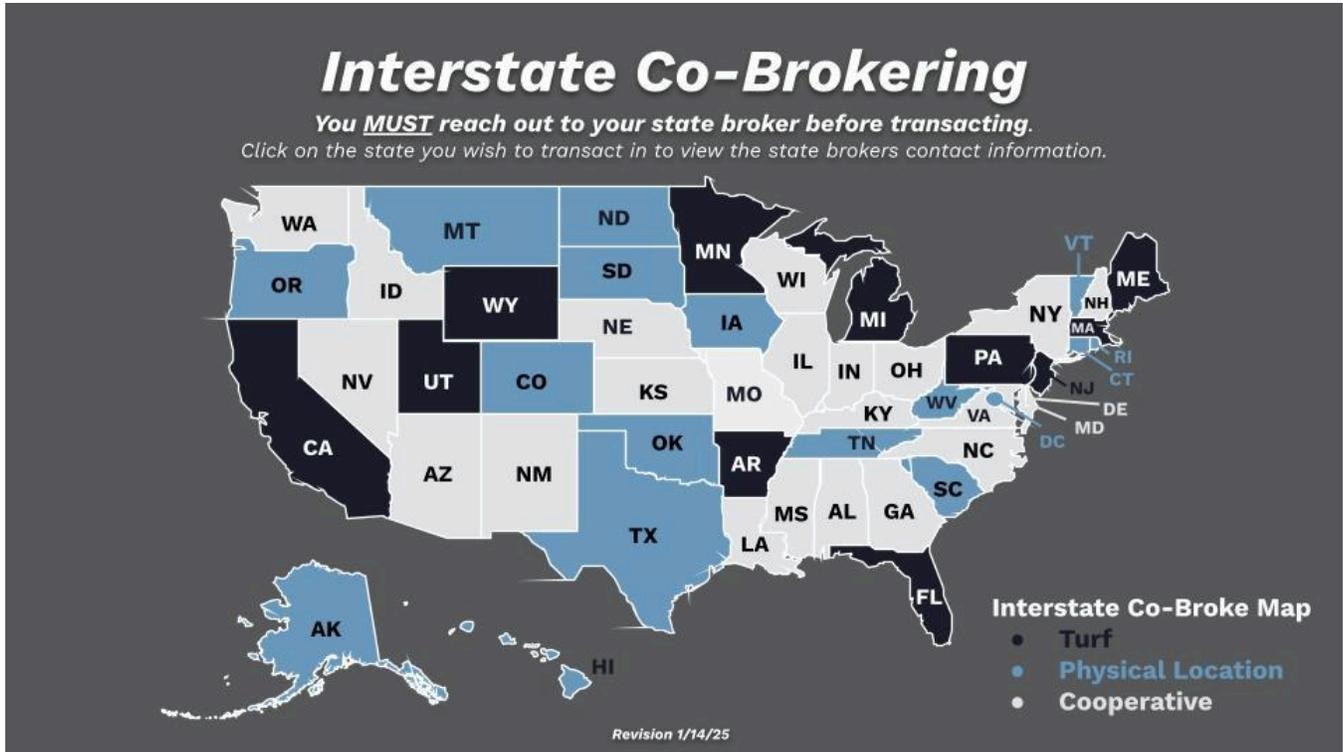
To request a Commercial Advisor Title, all Advisors must complete the [Commercial Advisor Title Request Form](#). This form is also used to request an upgrade or renewal of any existing title the Advisor currently holds. See the [Commercial Advisor Title FAQ](#).

**How do I know what my State Licensing requirements are?** Please visit your Department of Real Estate in your state or Reach out to your Designated Managing Broker.

**Can eXp Commercial Agents sell in all 50 States plus DC?** You must have a license to sell in each of the states that you want to sell, however, many states allow Co-Brokering where the eXp Commercial Designated Managing Broker can sponsor your license on a transaction. It is of course better to find a local eXp Commercial Agent to refer the transaction to. Please pay strict attention to State license portability laws.

See map below:

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**\*Some states have limited conditions on Interstate Co-Brokering.**

**You MUST reach out to your state broker prior to transacting\***

**Can an eXp Commercial agent co-broker with an outside firm?** The answer is YES, contingent upon obtaining approval from the state broker and executing a duly signed Outside Co-brokering Agreement. It is advised that the eXp Commercial agent procure the listing and remit a referral fee to the external co-agent, or vice versa.