Standards of Service

2026 Standards of Service

This document describes ATS's Agent-Client-facing service standards and scope. Internal operational procedures and execution workflows are maintained separately.

CONTENTS

I Foundational Standards of Service

II Services Overview

III Gold File Management

IV Platinum File Management

V Diamond File Management

VI Offer & Acceptance Support

VII MLS Input

VIII Listing Packet Preparation

IX Service Selection, Fees & Payment Standards

X Agent-Client Onboarding & Responsibilities

I. Foundational Standards of Service

ATS's Foundational Standards of Service establish the professional principles that drive every ATS-managed transaction, regardless of the File Management level selected. These standards define ATS's role in the transaction, the professional boundaries of the Transaction Manager, and the communication and escalation standards that guide our work.

1. ATS Serves the Transaction

ATS serves the transaction. While the Agent-Client engages ATS to provide File Management services, our role is to support the successful administrative progression of the transaction in a manner that serves the transaction as a whole. This includes working collaboratively with the Agent-Client, cooperating agent, lender, title or escrow company, and other transaction participants as warranted by the level of service selected for that file by the Agent-Client to obtain information, facilitate administrative execution, and help keep the transaction moving forward.

ATS prioritizes purposeful, transaction-driven communication. We do not create manufactured communication, reports, summaries, or updates solely to demonstrate activity. Communication should provide meaningful information, support an action or decision, increase transaction visibility, or otherwise add value to the Agent-Client or transaction.

2. Transaction Manager Role & Licensing

ATS Transaction Managers may be Texas-licensed sales agents or unlicensed professionals in the real estate industry. Regardless of individual license status, ATS File Management services are performed within the administrative scope applicable to an unlicensed assistant, as published by the Texas Real Estate Commission in The Use of an Unlicensed Assistant.

ATS Transaction Managers do not provide brokerage services as defined by the Texas Real Estate Commission, legal advice, or professional advice reserved for the Agent-Client or their Broker. At the same time, ATS Transaction Managers are expected to exercise professional awareness when reviewing and managing transaction documentation. When a Transaction Manager identifies an apparent documentation issue, inconsistency, incorrect or potentially inappropriate form, execution issue, missing information, or other matter that warrants the Agent-Client's attention, the Transaction Manager raises the matter with the Agent-Client for review and appropriate direction or correction.

The Agent-Client remains responsible for determining and directing any action requiring brokerage authority, professional judgment, negotiation, interpretation, or advice.

3. Client Questions & Professional Responsibility

When a Client asks the Transaction Manager a question, ATS may provide factual transaction information that can be answered directly from the transaction record or applicable transaction documents without interpretation or professional judgment. Questions requiring advice, interpretation, negotiation, recommendation, or the Agent-Client's professional judgment are referred to the Agent-Client.

When necessary, the Transaction Manager alerts the Agent-Client that their Client has raised a question requiring their attention. The level of Direct Client Outreach provided by ATS is determined by the level of service selected for that particular file. These professional-responsibility boundaries apply whenever ATS communicates with a Client at any service level.

4. Agent Awareness & Escalation

ATS does not assume that an Agent-Client has followed an entire email conversation simply because the Agent-Client was copied on the correspondence. When an ongoing conversation develops into a matter requiring the Agent-Client's attention, direction, decision, professional involvement, or escalation, the Transaction Manager affirmatively brings the matter to the Agent-Client's attention rather than relying solely upon their inclusion on the prior email thread.

5. Request & Availability Standard

ATS services are generally provided during customary Business Days and business hours. Transaction Managers are independent professionals who determine how they structure and run their businesses, including establishing their own dedicated business hours within their established workweek.

Transaction Managers may choose to perform work, run their business, respond to communications, or catch up on transaction activity outside of customary business hours, including evenings and weekends. A Transaction Manager's availability or work inside or outside of customary business hours does not create an ongoing availability expectation or establish an ATS hours-of-operation standard.

Specific hours of availability, including those within customary Business Days, evenings, weekends, and federal holidays, should not be assumed.

6. Service Continuity & Coverage

ATS provides its services through independent Transaction Managers who establish and manage their individual work schedules. Planned vacation or out-of-office periods do not suspend ATS's responsibility to provide applicable Pre-Contract Services or Under-Contract Services. When a Transaction Manager will be unavailable and active Pre-Contract or Under-Contract work requires coverage, the Transaction Manager is responsible for arranging appropriate coverage and providing the covering Transaction Manager with the information necessary to support the applicable work during the absence.

Agent-Clients will be informed of applicable coverage arrangements when an absence affects active service, transaction communication, or file management. During the coverage period, the designated covering Transaction Manager may perform applicable Pre-Contract Services or Under-Contract Services within the scope of the services engaged by the Agent-Client. Coverage is intended to provide continuity of applicable ATS services during a communicated absence and remains subject to the same Standards of Service applicable to the services being provided.

7. Dedicated Transaction Manager

Each Agent-Client works with a dedicated ATS Transaction Manager who serves as the Agent-Client’s primary point of contact for applicable ATS services and develops familiarity with the Agent-Client’s business, communication preferences, and transaction practices.

Agent-Clients who have already established a relationship with an ATS Transaction Manager prior to sign-up may request that Transaction Manager when joining ATS. When an Agent-Client does not have a preferred Transaction Manager, ATS may recommend a Transaction Manager based on the Agent-

Client's needs or provide the Agent-Client an opportunity to speak with two Transaction Managers before selecting who they would like to work with.

If the working relationship between an Agent-Client and Transaction Manager is ever not the right fit, ATS will first work with the Agent-Client and Transaction Manager to understand and address the concern and, when reasonably possible, strengthen the existing working relationship. If a change is ultimately determined to be the better solution, ATS will work with the Agent-Client to transition the relationship to another Transaction Manager.

Select Pre-Contract Services may be routed to another ATS Transaction Manager qualified to perform the applicable service when the Agent-Client's dedicated Transaction Manager is unavailable. This does not change the Agent-Client's dedicated Transaction Manager relationship for ongoing Under-Contract Services.

The dedicated Transaction Manager model works together with ATS's Service Continuity & Coverage standard. Temporary coverage during an absence does not change the Agent-Client's dedicated Transaction Manager relationship.

8. Agent-Client Inclusion in Transaction Communication

ATS maintains Agent-Client visibility into communication handled by the Transaction Manager. Direct communication between a Transaction Manager and Clients or other transaction parties does not create a separate communication channel that excludes the Agent-Client.

Written Communication

- The Agent-Client is included on all written communication between the Transaction Manager and Clients or other transaction parties.
- If a Client or other transaction party communicates directly with the Transaction Manager without including the Agent-Client, the Transaction Manager will include the Agent-Client when responding.

Text Communication

- When group text communication is established as part of the applicable service, the Transaction Manager will use the shared conversation with the Agent-Client for applicable communication.
- If a Client or other transaction party communicates directly with the Transaction Manager by text, the Transaction Manager will bring applicable communication back into the shared conversation with the Agent-Client.

Telephone Communication

- Transaction Managers may communicate directly by telephone with Clients and other transaction parties when permitted within the applicable service.
- When a telephone conversation produces material information, a decision, a change in status, an issue requiring attention, or another material outcome, the Transaction Manager will communicate the applicable outcome to the Agent-Client.

This standard maintains Agent-Client awareness of transaction activity without requiring the Agent-Client to participate in every administrative conversation handled by the Transaction Manager.

II. Services Overview

Agent Transaction Solutions provides administrative real estate services designed to support Agent-Clients both under contract and before contract execution. Services are engaged on a file-by-file or service-by-service basis, allowing the Agent-Client to select the level and type of ATS support appropriate for the particular transaction or property.

Service Applicability

- ATS Standard Services support multiple transaction and property types; however, the availability of individual services and document-preparation activities varies by contract type. Applicable limitations are identified within the individual service standards below.

UNDER-CONTRACT SERVICES

ATS's primary service offering is Contract-to-Close File Management, available through three progressive levels of service. Agent-Clients may establish a default File Management level for their transactions while selecting a different level when the needs of a particular file warrant it. Each successive level builds upon the standards and responsibilities of the level before it. The File Management level selected for a particular transaction determines the scope of ATS's administrative involvement, communication responsibilities, and Direct Client Outreach for that file.

Gold - Core File Management

Gold provides ATS's foundational administrative File Management service from contract to close, establishing and maintaining the administrative structure of the transaction through early contract review, transaction setup, document and amendment preparation and routing, broker compliance, contractual date and deadline management, document management, commission administration, and file completion.

Platinum - Gold + Expanded Communication

Platinum includes all applicable Gold File Management standards and expands ATS's administrative involvement through third-party lender communication, financing-related date and deadline management, appraisal oversight, repair documentation management, Closing Disclosure follow-through and review, and other applicable closing coordination.

Diamond - Platinum + Direct Client Outreach

Diamond includes all applicable Gold and Platinum File Management standards and adds Direct Client Outreach through structured Client communications and purposeful, transaction-driven text and voice outreach throughout the transaction.

PRE-CONTRACT SERVICES

ATS also provides administrative services supporting Agent-Clients before a property is under contract. These services are available independently of Contract-to-Close File Management and may be engaged based on the leverage needs of the Agent-Client.

Offer & Acceptance Support

Offer & Acceptance Support provides administrative support for Buyer- and Seller-Side Offer & Acceptance cycles, including applicable document preparation, revisions, routing for signatures and delivery, Seller Net Sheet preparation, and administrative follow-through through execution, withdrawal, or other conclusion of the applicable offer activity.

MLS Input

MLS Input provides administrative preparation and entry of one MLS listing resulting in one MLS number, using listing terms, property information, marketing materials, documentation, and other applicable information provided or confirmed by the Agent-Client, together with readily available public property information. ATS prepares the MLS entry for Agent-Client review and activation and completes applicable pre-active changes and corrections.

Listing Packet Preparation

provides administrative preparation of the applicable listing agreement package for a single- or multiple-property listing agreement, routing and follow-through for signatures and execution, and applicable subsequent listing-document amendment preparation and routing during the listing period. The scope, timing, availability, and completion standards applicable to each service are established in the individual service standards that follow.

III. Gold File Management

Gold File Management provides ATS's foundational administrative File Management service from contract to close and maintains the administrative structure of the transaction, from early contract review and transaction setup through document and amendment drafting and routing at the Agent-Client's direction, compliance, contractual date and deadline management, transaction-document review and follow-through, commission administration, and file completion.

Gold, Platinum, and Diamond File Management are available for one-to-four family, unimproved property, farm and ranch, commercial sale and purchase transactions, and transactions utilizing Texas Association of Builders and other builder contracts. Commercial File Management is limited to transactions utilizing Texas REALTORS® commercial forms. Attorney-drafted commercial contracts are not accepted for ATS Standard File Management. Residential lease transactions are not included within Gold, Platinum, or Diamond File Management.

Gold File Management includes:

- Pre-Intake Review & Action Plan Creation
- Full Transaction Intake & Introduction
- Document & Amendment Preparation and Routing
- Broker Compliance Review, Submission & Approval Standards
- Document Management & Upload
- Seller's Disclosure Review
- Survey Review & Coordination
- HOA Document Completeness Review & Resale Certificate Coordination
- Home Warranty Selection & Invoicing
- Contract Dates & Deadlines
- Title/Escrow & Cooperating-Agent Communication
- Commission Summary & CDA Administration
- Closing & File Completion

1. Pre-Intake Review & Action Plan Creation

ATS begins with an early review of the contract to identify matters requiring attention before the complete administrative intake of the transaction. Pre-Intake is completed on the Business Day the contract is received. Contracts received after 4:00 PM local time are completed by 11:00 AM the following Business Day. The Transaction Manager reviews applicable early contractual matters, including:

- Effective date
- Earnest money and option fee delivery requirements
- Option or inspection period
- Survey requirements

- Seller disclosure requirements
- HOA/resale requirements
- Other applicable early transaction obligations

Pre-Intake Action Determination

ATS evaluates applicable Pre-Intake items and identifies them as **Action Now, Monitor, or No Action Required.**

When immediate or time-sensitive administrative action is identified, ATS takes the applicable action or brings the matter to the Agent-Client for direction. The Agent-Client receives the resulting Pre-Intake Summary upon completion.

Earnest Money & Option Fee Delivery Follow-Through

When the contract requires the Buyer to deliver earnest money, an option fee, or other applicable contract funds, ATS begins administrative follow-through during Pre-Intake.

When the Agent-Client represents the Buyer, the Transaction Manager confirms whether delivery instructions have been provided to the Buyer-Client, including reviewing available transaction communication for evidence that the instructions were sent. If delivery instructions have not been provided or cannot be confirmed, ATS facilitates the applicable follow-through necessary for the Buyer-Client to receive them.

When the Agent-Client represents the Seller, the Transaction Manager confirms with the title or escrow company whether the Buyer has been provided instructions for delivery of the applicable funds. ATS then tracks delivery of the applicable funds and seeks confirmation from the title or escrow company that they have been received.

If ATS has not received confirmation of delivery by the end of the Business Day preceding the final contractual day for delivery, the Transaction Manager affirmatively notifies the Agent-Client that delivery has not been confirmed. This applies whether the Agent-Client represents the Buyer or Seller.

2. Full Transaction Intake & Introduction

By Business Day 2 of receipt of the contract, ATS completes a Full Transaction Intake and establishes the operational transaction record, including applicable contract information, parties, service-provider contacts, contractual dates, timelines, tasks, reminders, and available transaction documentation. ATS then:

- Generates the Transaction Summary/Roadmap
- Sends the Client-facing Transaction Summary/Roadmap Introduction
- Introduces ATS to the cooperating agent
- Provides the applicable Agent-Client transaction update
- Establishes the communication channels necessary for ongoing File Management

Gold Client Introduction

For Gold, ATS is introduced to the Client as a behind-the-scenes transaction-management resource and additional set of eyes supporting the Agent-Client and transaction. The Client receives applicable transaction dates, deadlines, expectations, and roadmap information.

3. Document & Amendment Preparation and Routing

As part of Gold File Management, ATS prepares applicable transaction documents and amendments at the Agent-Client's direction using the terms provided by the Agent-Client, and routes applicable transaction documents for signatures. ATS does not determine amendment terms, negotiate changes to the transaction, or advise the Agent-Client or Client regarding the substance or effect of an amendment. Those responsibilities remain with the Agent-Client.

Once an amendment is fully executed, ATS distributes the executed amendment to the appropriate transaction parties and incorporates it into the applicable brokerage file. ATS ensures that the Agent-Client's Client receives a copy of every fully executed amendment applicable to their transaction.

4. Broker Compliance Review, Submission & Approval Standards

During Business Days 3-4, ATS performs the deeper Compliance & Action Review. The Transaction Manager reviews the file for missing documents, signatures, initials, forms, and other compliance requirements; revisits action items identified during Pre-Intake; identifies newly discovered transaction or compliance items; and determines what requires action, monitoring, or Agent-Client involvement.

The Agent-Client receives the applicable Review & Report no later than EOD Business Day 4. The file is submitted for Initial Broker Compliance Review no later than EOD Business Day 6, regardless of whether every outstanding item has been obtained or corrected.

ATS continues managing broker compliance after the initial submission, including applicable broker feedback, outstanding administrative requirements, subsequent documentation and submissions, and follow-through through applicable broker approval and file completion.

5. Document Management & Upload

ATS requests, collects, reviews, organizes, and uploads applicable transaction documentation throughout the file.

Documents received before 3:00 PM local time are reviewed and uploaded by EOD that Business Day. Documents received at or after 3:00 PM local time are reviewed and uploaded by 11:00 AM the following Business Day.

The Transaction Manager reviews documents before upload for apparent missing information, signatures, initials, execution issues, or other matters requiring attention and brings applicable issues to the Agent-Client. We don't just request it - we follow through. We don't just send it - we follow through on execution.

We don't just upload it - we review it first, note anything that may need correction, then upload it and keep the file organized.

6. Seller's Disclosure Review

When a Seller's Disclosure Notice is applicable and provided, the Transaction Manager reviews the document for administrative completeness, including unanswered or incomplete items and disclosures that indicate additional documentation or administrative follow-through may be needed.

Applicable follow-through may include seeking an On-Site Sewer Facility Notice, inspection reports, or other documentation referenced in the Seller's Disclosure Notice from the listing agent, or bringing incomplete areas of the disclosure to the listing agent's attention for appropriate follow-through.

When the Agent-Client is the listing agent, the Transaction Manager brings the applicable need to the Agent-Client for follow-through or direction. When the Agent-Client represents the buyer, the Transaction Manager seeks the applicable documentation or response from the cooperating listing agent. Once the listing agent has responded and ATS has received the applicable documentation available, the Transaction Manager closes the loop by ensuring the response and applicable documentation are provided to the appropriate party.

When the Agent-Client represents the buyer, ATS may provide the applicable information and documentation directly to the Buyer-Client. When the Agent-Client represents the seller, ATS provides the applicable information and documentation to the cooperating buyer's agent. ATS does not independently verify the accuracy of Seller-provided representations or determine the legal sufficiency of the Seller's Disclosure Notice.

Property & Special District Review

As part of File Management, ATS reviews the applicable county tax record for the property and notes apparent property information or special taxing authorities reflected in the available record. When the contract, Seller's Disclosure Notice, county tax record, or other transaction documentation identifies a Public Improvement District (PID), Municipal Utility District (MUD), conservation district, water rights matter, or other special taxing authority or disclosure requirement, ATS brings the item to the Agent-Client's attention and provides administrative follow-through within the File Management scope.

ATS does not independently investigate or determine whether a property is located within a special taxing authority, district, or other area requiring a disclosure when that information is not identified in the contract, county tax record, or other transaction documentation available to ATS. The Agent-Client remains responsible for determining whether additional property-specific disclosures or investigation are required.

7. Survey Review & Coordination

When the contract provides for the Seller to deliver an existing survey and T-47.1, the Transaction Manager tracks receipt of the applicable documents, reviews them for administrative completeness, provides them to the title company, and seeks confirmation that the existing survey is acceptable for the transaction.

When the contract requires a new survey, the Transaction Manager brings the survey requirement to the Agent-Client's attention and, at the Agent-Client's direction, may obtain applicable survey quotes and facilitate ordering of the new survey. When an existing survey is not accepted by the title company and a new survey is required, the Transaction Manager first brings the matter to the Agent-Client and, at the Agent-Client's direction, may obtain applicable quotes and facilitate ordering of the replacement survey.

The Transaction Manager tracks applicable contractual survey deadlines and follows the administrative survey process through receipt and delivery of the required survey.

8. HOA Document Completeness Review & Resale Certificate Coordination

When HOA or association documents are received, the Transaction Manager reviews the package for administrative completeness and confirms whether the expected documents have been provided, including:

- Bylaws
- Rules and Regulations
- CC&Rs; / Declarations
- Insurance Summary
- Current Budget
- Balance Sheet

When a resale certificate or applicable HOA documents must be obtained, the Transaction Manager first brings the requirement to the Agent-Client. At the Agent-Client's direction, the Transaction Manager may communicate directly with the Seller-Client, HOA, or applicable management company to facilitate ordering and obtain the required resale certificate and association documents.

The Transaction Manager tracks receipt of the applicable resale certificate and required attachments and follows through on identifiable missing or incomplete documents. When the HOA or applicable management company confirms that a requested or expected document is unavailable or does not exist, ATS obtains that response in writing and maintains a copy in the transaction file. The Transaction Manager communicates the response to the applicable transaction parties. Written confirmation of the HOA's response satisfies ATS's follow-through requirement for the unavailable document.

ATS does not independently verify the accuracy of information supplied by the association or management company or determine the legal sufficiency of association or resale documentation.

9. Home Warranty Selection & Invoicing

When the Agent-Client represents the Buyer and the contract provides for the Seller to reimburse the Buyer for a home warranty, the Transaction Manager facilitates the administrative home-warranty selection and invoicing process.

ATS provides the Buyer-Client with applicable home-warranty provider options. Provider options may be customized based upon the Agent-Client's established preferences. When the Agent-Client has not established preferred providers, ATS provides the home-warranty options maintained by ATS. The Transaction Manager asks the Buyer-Client to provide their selected home-warranty order. Once the Buyer-Client provides the applicable selection and order information, ATS creates the home-warranty invoice, provides the invoice to the title or escrow company for inclusion in the closing process, and provides a copy to the Buyer-Client.

ATS does not treat sending home-warranty options as completion of the service. When the Buyer-Client has not responded with their home-warranty order, the Transaction Manager follows up with the Buyer-Client up to three times. If the Buyer-Client has not provided the necessary order following the third outreach, the Transaction Manager affirmatively brings the outstanding home-warranty selection to the Agent-Client's attention for Client follow-through.

10. Contract Dates & Deadlines

ATS tracks applicable contractual dates and deadlines throughout File Management. Gold date and deadline management applies to dates and deadlines required by the contract, excluding those created by financing-related addenda, as those responsibilities begin at higher service levels.

Tracking involves more than placing a date on a calendar. When ATS is responsible for an administrative item associated with a contractual deadline, the Transaction Manager monitors the applicable activity, follows through as needed within Gold scope, and brings matters requiring Agent-Client attention to the Agent-Client.

11. Title/Escrow & Cooperating-Agent Communication

Gold is designed to keep the administrative conversation moving while keeping the Agent-Client aware of matters that are moving, missing, or require their attention. ATS communicates with the title/escrow company and cooperating side as necessary to manage the administrative transaction file, including requesting, receiving, routing, and following through on applicable documentation and information.

When ATS sends a document for signature, approval, or another administrative action within its scope, ATS follows the item through execution or response rather than treating delivery alone as completion. Gold does not include proactive lender involvement, financing-contingency tracking, appraisal oversight, or ATS CD Accuracy Review. Those responsibilities begin at higher service levels.

12. Commission Summary & CDA Administration

During the Opening Phase, ATS prepares a Commission Summary for Agent-Client review and confirmation. The Commission Summary communication includes the applicable listing agreement or buyer representation agreement and a copy of the contract so the Agent-Client can see the source documentation ATS used when preparing the summary.

The Agent-Client confirms the applicable commission information and the presence or absence of a referral or other items necessary for preparation of the CDA. ATS then manages the applicable administrative CDA process, including preparation, submission, follow-through for broker approval, and delivery of the approved CDA to the appropriate closing party.

13. Closing & File Completion

Gold does not include proactive Client closing-appointment coordination, proactive lender involvement, or ATS CD Accuracy Review. Those responsibilities begin at higher service levels. Following closing, ATS obtains a copy of the final signed Closing Disclosure or applicable settlement statement and adds it to the Agent-Client's brokerage file.

IV. Platinum File Management

Platinum File Management includes all applicable Gold File Management standards plus Third-Party Lender Communication, Repair Documentation Management, Closing Disclosure Review, and expanded closing support. Platinum expands ATS's role beyond foundational File Management through active involvement with third-party lenders, administrative management of repair documentation, and side-by-side accuracy review of applicable closing disclosures and settlement statements.

Platinum File Management adds:

- Third-Party Lender Communication
- Financing-Related Dates & Deadlines
- Appraisal Oversight
- Repair Documentation Management
- Buyer Utility Reminder
- Closing Appointment Coordination
- Seller's Preliminary Closing Disclosure
- Buyer's Initial Closing Disclosure & TILA-RESPA Authorization
- ATS CD Accuracy Review

1. Third-Party Lender Communication

For financed transactions, ATS communicates with the lender regarding applicable transaction status, financing-related contractual requirements, appraisal activity, and other administrative financing matters relevant to the transaction. The Transaction Manager makes reasonable and persistent follow-up efforts to obtain information necessary to manage the transaction and identify matters requiring Agent-Client attention.

ATS cannot guarantee lender accessibility, responsiveness, internal processing, underwriting decisions, loan approval, or information the lender is unwilling or unable to provide.

2. Financing-Related Dates & Deadlines

Platinum expands Gold's contractual date and deadline management to include applicable dates and deadlines created by financing-related addenda, including:

- Third Party Financing Addendum
- Seller Financing Addendum
- Loan Assumption Addendum
- Addendum Concerning Buyer's Additional Right to Terminate

The Transaction Manager tracks the applicable contractual financing requirements, such as Buyer Approval of Financing and Property Approval, and obtains status in advance of the applicable contractual deadline to understand whether the requirement has been satisfied or whether Agent-Client attention may be required. ATS communicates the applicable status and affirmatively brings matters requiring the Agent-Client's direction, decision, or professional involvement to their attention. ATS does not make financing decisions or advise the Agent-Client or Client regarding the exercise of contractual rights.

3. Appraisal Oversight

ATS follows the administrative appraisal process on applicable financed transactions. The Transaction Manager confirms whether the appraisal has been ordered, obtains the anticipated appraisal completion or delivery date, and follows the appraisal status through completion.

ATS does not request the appraised value or a copy of the Client's appraisal report. When anticipated appraisal timing creates concern regarding the transaction's ability to close as scheduled, ATS obtains appropriate status from the lender and brings applicable concerns to the Agent-Client.

4. Repair Documentation Management

Platinum includes administrative management of documentation associated with agreed repairs. ATS seeks paid invoices or other applicable evidence of payment for agreed repairs. When an invoice received is not marked paid, the Transaction Manager seeks a paid invoice and, when applicable, confirms whether the invoice is intended to be paid from seller proceeds at closing. When an unpaid invoice is to be paid at closing, ATS provides the applicable invoice to the escrow officer and follows through to ensure it is appropriately accounted for in the closing documentation.

ATS reviews applicable repair documentation for apparent consistency with the administrative requirements reflected in the transaction documents and brings apparent issues to the Agent-Client.

When the ATS Agent-Client represents the buyer, the Transaction Manager communicates with the listing agent or applicable representative to request and follow through on receipts, invoices, transferable warranties, and other documentation required or contemplated by the applicable repair agreement.

When the ATS Agent-Client represents the seller, the Transaction Manager works with the Agent-Client to obtain applicable repair documentation from the seller or applicable service providers and facilitates administrative delivery to the buyer's side as required.

ATS does not determine whether repair work is professionally adequate or advise the Agent-Client or Client regarding the quality or acceptability of the work performed.

5. Buyer Utility Reminder

Toward the end of the midpoint of an applicable buyer transaction, ATS sends the Buyer-Client a written reminder that it is time to begin making arrangements for the connection or transfer of applicable utilities and services for the property. The communication also provides the Buyer-Client with contact information for an applicable utility concierge service, when available, that may assist the Buyer-Client with establishing utility services at no cost to the Buyer-Client.

The Buyer Utility Reminder is intended to provide the Buyer-Client with advance notice to begin making utility arrangements before closing. The Buyer-Client remains responsible for selecting providers, establishing service, and confirming that applicable utilities will be available when needed.

7. Closing Appointment Coordination

As closing approaches, the Agent-Client remains responsible for coordinating closing details with their Client. At the Agent-Client's request, ATS may relay and confirm the requested closing appointment with the title or escrow company. If the requested appointment is unavailable, ATS obtains available alternative times from the title or escrow company when not already provided and relays those options to the Agent-Client for further coordination with their Client. The process repeats as necessary until the closing appointment is confirmed.

8. Seller's Preliminary Closing Disclosure

ATS proactively tracks the availability of the seller's preliminary Closing Disclosure or settlement statement. The Transaction Manager obtains the preliminary document from the escrow officer when available so ATS can begin reviewing the seller side of the closing figures and identify apparent discrepancies requiring attention before final closing documents are prepared.

9. Buyer's Initial Closing Disclosure & TILA-RESPA Authorization

On financed buyer transactions, ATS confirms with the lender that the buyer has received the Initial Closing Disclosure within the applicable required timeframe. ATS does not request the Client's Initial Closing Disclosure for purposes of this confirmation. The Transaction Manager is confirming that the disclosure has occurred rather than reviewing the Client's preliminary loan disclosures.

A buyer's Closing Disclosure contains protected nonpublic financial information and may not be released by the lender or title/escrow provider to ATS or the Agent-Client without the buyer's authorization. For buyer transactions, ATS strongly recommends obtaining the applicable TILA-RESPA authorization permitting the buyer's Closing Disclosure to be released to the appropriate transaction participants. The authorization supports ATS's ability to obtain the buyer's Closing Disclosure in time to perform the applicable ATS CD Accuracy Review. ATS's ability to complete that review depends upon receiving the Closing Disclosure from an authorized source with adequate time for review before closing.

10. ATS CD Accuracy Review

Platinum includes the ATS CD Accuracy Review, a side-by-side accuracy review of the applicable Closing Disclosure or settlement statement against the transaction documentation.

ATS reviews applicable contractual financial terms, commission agreements and CDAs, credits, charges, invoices, reimbursements, and other applicable amounts that should be reflected on the represented side's settlement documentation. ATS ensures the escrow officer has received applicable invoices that are to be paid, reimbursed, or disbursed from seller proceeds at closing and verifies that applicable amounts are accurately reflected on the buyer's or seller's Closing Disclosure.

When an apparent discrepancy is identified, ATS communicates the discrepancy through the escrow officer and follows through on the applicable correction. When the applicable Closing Disclosure or settlement statement has not been received within the expected timeframe, the Transaction Manager follows up with the escrow officer and escalates the outstanding status when appropriate. The objective is to obtain and review the document early enough to permit meaningful correction of apparent discrepancies before closing.

V. Diamond File Management

Diamond File Management includes all applicable Gold and Platinum File Management standards plus Direct Client Outreach. Diamond expands ATS's role to include purposeful, transaction-driven communication with the Client throughout the transaction while keeping the Agent-Client included in the communication relationship. Diamond includes four Structured Client Outreach Emails in addition to transaction-driven text and voice communication, providing a consistent communication cadence while allowing ATS to respond naturally to the activity and needs of the individual transaction.

Diamond File Management adds:

- Diamond Client Communication
- Structured Client Outreach Email 1 - Introduction & Early Transaction Guidance
- Structured Client Outreach Email 2 - Parties Moving Forward
- Structured Client Outreach Email 3 - Pre-Closing Preparation
- Structured Client Outreach Email 4 - Closing Appointment & Final CD Send-Out
- Transaction-Driven Text & Voice Outreach
- Text Communication Standard
- Phone Communication Standard
- Diamond Client & Administrative Coordination
- Diamond Closing Appointment Coordination
- Post-Closing Testimonial & Review Follow-Up

1. Diamond Client Communication

Upon receipt of a new Diamond transaction and as part of the initial Pre-Intake process, the Transaction Manager establishes a group text with the Agent-Client and Client, introduces themselves as the Transaction Manager supporting the transaction, and establishes the text thread as an additional communication channel for transaction-related communication.

The Agent-Client remains included on the group text throughout the transaction. The four Structured Client Outreach Emails establish the baseline communication cadence for Diamond File Management. In addition, the Transaction Manager communicates with the Client by text or voice when transaction activity creates a meaningful reason for additional outreach.

Diamond communication is purposeful and transaction-driven. ATS does not create manufactured communication simply to demonstrate activity. Client communication originates from an ATS-approved framework and is then tailored to the circumstances, activity, and applicable information of the individual transaction. The four Structured Client Outreach Emails are not boilerplate emails. Each is tailored to the transaction and represented side.

2. Structured Client Outreach Email - Introduction & Early Transaction Guidance

For Diamond File Management, the Transaction Manager revises the standard Transaction Summary/Roadmap Introduction Email to include early transaction guidance and context relevant to the represented side, including applicable information identified through the Pre-Intake Review. The communication provides the Client with applicable insight into what is occurring behind the scenes as ATS prepares the file for the early stages of the transaction.

The Transaction Manager's introduction reflects the Diamond communication role and establishes that the Transaction Manager will be communicating with the Client throughout the transaction in coordination with the Agent-Client. The communication is informational and is not intended to function as a questionnaire to the Client.

3. Structured Client Outreach Email - Parties Moving Forward

As the transaction progresses beyond its early stages, the Transaction Manager sends a tailored communication providing applicable guidance and context regarding the next stage of the transaction.

For a financed buyer transaction, this may include appraisal expectations and guidance encouraging the Client to remain responsive to their lender and promptly provide requested information or documentation necessary to keep the financing process moving.

For a seller transaction, the communication may explain that ATS will continue communicating with the buyer's lender for appropriate transaction-level status regarding financing and appraisal activity without seeking the buyer's confidential financing information.

4. Structured Client Outreach Email - Pre-Closing Preparation

As the transaction enters the pre-closing stage, the Transaction Manager sends a tailored Pre-Closing Preparation Email. The communication brings together applicable remaining transaction activity as the file moves toward closing.

Depending upon the transaction, this may include applicable financing or appraisal activity, repair documentation, transferable warranties, outstanding administrative matters, and other items being coordinated in preparation for closing. For a seller transaction, applicable preliminary settlement information and ATS CD Accuracy Review information may also be provided when available.

5. Structured Client Outreach Email - Closing Appointment & Final CD Send-Out

Once the applicable final closing information is available, the Transaction Manager sends the Closing Appointment & Final CD Send-Out. The communication includes, as applicable:

- The final approved Closing Disclosure or settlement statement
- The ATS CD Accuracy Review
- The closing appointment date, time, and location
- A single PDF of all contract-related documents for the Client's records
- A copy of the Texas REALTORS® Wire Fraud Notice, for buyer files

The Texas REALTORS® Wire Fraud Notice is provided as a copy for the Buyer-Client's reference and as a timely reminder of wire-fraud risks and precautions. It is not being sent to the Buyer-Client for signature as part of the closing communication.

6. Transaction-Driven Text & Voice Outreach

In addition to the four Structured Client Outreach Emails, the Transaction Manager initiates Client outreach by text or phone when transaction activity creates a meaningful reason for additional communication. When ATS needs information or action from the Client, the Transaction Manager generally communicates the need by text or phone rather than relying on email. When a Client specifically requests communication by email, ATS honors that preference.

This additional outreach is driven by the needs and activity of the individual transaction rather than by a required number of additional Client contacts.

7. Text Communication Standard

In addition to email communication, the Agent-Client remains included on all text communication between ATS and the Client. If a Client initiates a separate text conversation with the Transaction Manager, the Transaction Manager brings the communication back to the group text that includes the Agent-Client.

8. Phone Communication Standard

Direct phone conversations between the Transaction Manager and Client do not require the Agent-Client to participate in the call. When a phone conversation produces substantive transaction information that would not otherwise be communicated to the Agent-Client through normal File Management, the Transaction Manager memorializes the applicable information in writing. When appropriate, the Transaction Manager returns to the existing group text with the Agent-Client and Client to memorialize the substance of the conversation and confirm applicable information or next steps.

9. Diamond Client & Administrative Coordination

Diamond service expands the Transaction Manager's ability to work directly with the Agent-Client's Client and applicable third parties to carry out transaction-related administrative tasks. The Transaction Manager may communicate, coordinate, obtain information or documentation, and complete specific administrative follow-through when the purpose and direction of the activity have been established by the Agent-Client.

Diamond service does not transfer the Agent-Client's licensed professional judgment, decision-making responsibilities, management of the Client relationship, or responsibility for conversations that appropriately remain between the Agent-Client and their Client to the Transaction Manager. When administrative follow-through reaches a new decision point requiring Client input, professional judgment, negotiation, selection, authorization, or other Agent-Client involvement, the Transaction Manager returns the matter to the Agent-Client for direction before proceeding.

The examples below illustrate how this standard applies in common transaction situations. They are examples of Diamond-level administrative coordination and do not represent an exhaustive list of the circumstances in which the Transaction Manager may provide similar transaction-driven support.

Example A - Buyer Inspection Scheduling & Coordination

When the Agent-Client has discussed the applicable inspection with the Buyer-Client, the Buyer-Client has selected the inspector or inspection provider, and the Agent-Client provides ATS with the applicable scheduling direction, ATS may contact the selected provider and coordinate the administrative scheduling of the inspection. At the Agent-Client's direction, ATS may provide the Buyer-Client with inspector or inspection-provider options on behalf of the Agent-Client. ATS does not independently select or recommend an inspector or inspection provider, advise the Buyer-Client regarding which provider to use, or initiate the inspector-selection conversation with the Buyer-Client.

The Agent-Client remains responsible for the inspection conversation with the Buyer-Client and the Buyer-Client's selection of an inspector or inspection provider. ATS may support that process administratively at the Agent-Client's direction, but does not make or influence the selection. When scheduling cannot be completed according to the Agent-Client's original direction or the scheduling process creates a new decision requiring Buyer-Client input, ATS returns the available information to the Agent-Client for further direction rather than independently seeking a decision from the Buyer-Client.

Once the inspection is scheduled, ATS communicates the confirmed inspection information to the applicable transaction parties and tracks the inspection within the transaction as appropriate to the selected service scope.

Example B - Seller Repair & Vendor Administrative Support

Diamond service does not include independent management or oversight of Seller-Client repairs, contractors, tradespeople, or other service providers. The Agent-Client and Seller-Client remain responsible for repair decisions, vendor selection, scope of work, authorization of work, pricing, and determining whether work has been satisfactorily completed.

At the Agent-Client's direction, the Transaction Manager may assist with a specific administrative task involving a vendor or service provider. This may include contacting a designated vendor regarding availability, facilitating a specific scheduling request, requesting an invoice or paid receipt, or obtaining other transaction-related documentation. The Transaction Manager does not independently assume responsibility for coordinating or managing the repair process.

Vendor involvement by ATS is based upon a specific administrative need and direction from the Agent-Client. For example, the Agent-Client may ask: "Jennifer, the roof repairs have been completed. Please contact the roofer and obtain the paid invoice." The Transaction Manager may contact the roofer, request the invoice, follow up until it is received, and provide or route the documentation as appropriate.

Or the Agent-Client may ask: "Jennifer, they're using ABC Plumbing. Can you see if they can get there tomorrow at 5:00?" The Transaction Manager may contact the designated plumber regarding that specific scheduling request and, when appropriate, communicate within an established group conversation that includes the Seller-Client and Agent-Client. If the request develops into a new decision regarding repair scope, pricing, vendor selection, authorization, scheduling alternatives requiring Client input, or another matter requiring the Agent-Client's or Seller-Client's judgment, ATS returns the matter to the Agent-Client for direction before proceeding.

Example C - Pre-Closing Look-Forward & Coordination

Approximately seven days before closing, the Transaction Manager looks ahead to upcoming closing logistics and checks in with the Agent-Client to establish the direction needed for applicable pre-closing coordination. The Transaction Manager asks the Agent-Client, as applicable:

- Closing Appointment: What does your schedule look like for the closing appointment?

- Buyer File - Final Walkthrough: What does your schedule look like for the final walkthrough?
- Listing File - Key Exchange: How would you like to handle the key exchange?

For a Buyer-Client transaction, the Transaction Manager also communicates with the cooperating agent to determine the anticipated key-exchange or possession logistics.

Once the Agent-Client provides the applicable availability or direction, the Transaction Manager may communicate directly with the Client and applicable transaction parties to coordinate and confirm the applicable logistics. The Transaction Manager's role is administrative coordination. Questions involving contractual possession, property condition, whether a final walkthrough should occur, negotiation, or another matter requiring professional judgment are returned to the Agent-Client.

10. Diamond Closing Appointment Coordination

Diamond expands the Platinum closing-appointment standard by allowing ATS to coordinate the appointment with the Client after first obtaining the Agent-Client's preferred closing timing or parameters.

As closing approaches, the Transaction Manager asks the Agent-Client when they would like to close with their Client. Once the Agent-Client provides the preferred timing or parameters, the Transaction Manager communicates with the Client and title or escrow company to establish and confirm the appointment. If the requested appointment is unavailable, ATS obtains available alternatives from the title or escrow company. Before presenting alternative times to the Client, the Transaction Manager confirms the Agent-Client's availability when applicable. The Transaction Manager then coordinates the approved alternatives with the Client and confirms the final appointment with the title or escrow company.

11. Post-Closing Testimonial & Review Follow-Up

ATS does not automatically send a testimonial or review request simply because the transaction has closed. The Transaction Manager first obtains approval from the Agent-Client. Unless otherwise directed by the Agent-Client, the initial testimonial/review request is sent between Business Days 3-5 following closing using the Agent-Client's applicable review links. Diamond includes one approved post-closing testimonial/review request.

If a testimonial or review has not been received within 5-7 Business Days following the initial request, the Transaction Manager checks with the Agent-Client to determine whether a review has been received. If not, and the Agent-Client approves additional outreach, ATS sends one additional review-request email. The Transaction Manager may also send the Client a text advising that another review request has been sent and encouraging the Client to leave a review for the Agent-Client. No additional ATS testimonial/review outreach is required after the Diamond follow-up.

VI. Offer & Acceptance Support

Offer & Acceptance Support provides administrative support surrounding the preparation, receipt, revision, routing, and follow-through of offers through execution, withdrawal, or other conclusion of the applicable offer activity for Buyer- and Seller-Side Offer & Acceptance cycles.

Buyer-Side Offer & Acceptance Support

Available for:

- One-to-four family
- Unimproved property
- Farm and Ranch

Buyer-Side Offer & Acceptance Support is not available for commercial sale and purchase transactions or residential lease transactions.

Seller-Side Offer & Acceptance Support

Available once an offer has been received for:

- One-to-four family
- Unimproved property
- Farm and Ranch
- Commercial sale and purchase transactions utilizing Texas REALTORS® commercial forms

Seller-Side Offer & Acceptance Support is not available for residential lease transactions.

Agent-Client Direction & Professional Responsibility

The Agent-Client remains responsible for determining all offer and counteroffer terms and for providing any direction requiring professional judgment, negotiation, or brokerage authority. ATS prepares and revises applicable documents using the terms and direction provided by the Agent-Client. The Agent-Client remains free to personally complete any administrative activity that ATS would otherwise perform as part of the service.

Request & Availability Standard

Requests received after 4:00 PM local contract time are considered received the following Business Day. When same-day assistance is needed, the Agent-Client should contact their Transaction Manager to determine availability.

If the assigned Transaction Manager is unable to accommodate a time-sensitive request, ATS will make a reasonable effort to identify another qualified ATS team member familiar with the applicable systems and brokerage requirements who may be available to assist.

Alternate Transaction Manager coverage is not guaranteed and depends upon the availability of a team member qualified to complete the requested work. Same-day completion cannot be guaranteed until availability has been confirmed.

1. Buyer-Side Support

Buyer-Side Offer & Acceptance Support applies to one Offer & Acceptance cycle for one property.

At the Agent-Client's direction, ATS prepares the applicable offer documents using the terms provided by the Agent-Client. ATS provides the completed draft to the Agent-Client for review and approval before routing the documents to the Buyer-Client for signatures. Once signed by the Buyer-Client, ATS may formally deliver the offer to the cooperating agent on the Agent-Client's behalf.

When negotiations between the parties result in revised terms, ATS makes the applicable Agent-Client-directed revisions, routes revised documents for signatures and delivery as necessary, and continues administrative follow-through through execution, withdrawal, or other conclusion of the applicable offer activity. A subsequent offer on a different property begins a new Buyer-Side Offer & Acceptance cycle.

2. Seller-Side Support

Seller-Side Offer & Acceptance Support applies to the Offer & Acceptance cycle for one listed property and may include multiple offers being considered during that cycle.

For each applicable offer received, ATS provides administrative support from initial offer review support to changes and routing for signatures through execution, withdrawal, or other conclusion of the applicable offer activity. When an offer is received, ATS prepares an administrative offer package for the Agent-Client, including an estimated Seller Net Sheet based on the applicable offer terms and available transaction information. The estimated Seller Net Sheet is provided to the Agent-Client for review before it is disclosed to the Seller-Client. Final settlement figures are determined through the applicable closing process.

At the Agent-Client's direction, ATS routes applicable documents to the Seller-Client for signatures and delivers applicable signed documents to the cooperating agent. When negotiations between the parties result in revised terms, ATS applies the new terms provided by the Agent-Client to the applicable counteroffer or other offer documents and routes the revised documents for signatures and delivery. ATS continues administrative follow-through through execution, withdrawal, or other conclusion of the applicable offer activity.

VII. MLS Input

MLS Input provides administrative preparation and entry of one listing resulting in one MLS number for Agent-Client review and activation.

MLS Input Availability

- One-to-four family
- Unimproved property
- Farm and Ranch
- Commercial
- Residential lease listings

MLS Input is subject to the requirements and capabilities of the applicable MLS.

Each separate MLS number constitutes a separate MLS Input service, including when the same property is entered more than once in the same MLS or into multiple MLS systems.

MLS Input Includes

- MLS listing data entry
- Property features and applicable MLS field entry
- Agent-approved marketing remarks entry
- Listing photograph upload and ordering
- Showing and property-access instruction entry
- Available disclosure, supplement, and document uploads
- Preparation of the MLS listing in incomplete/draft status for Agent-Client review
- Pre-active changes and corrections identified during Agent-Client review

MLS Input Scheduling Standard

MLS Input requests must include a requested completion date, which must be either a Wednesday, Thursday, or Friday. A complete MLS Input request must be received by 4:00 PM local contract time on the Business Day preceding the requested completion date of either a Wednesday, Thursday, or Friday. Agent-Clients are encouraged to submit MLS Input requests as early as possible and may select a future Wednesday, Thursday, or Friday as the requested completion date.

Submission of an MLS Input request does not automatically establish the following Business Day as the completion date. If the assigned Transaction Manager is unable to accommodate the requested MLS Input, ATS will make a reasonable effort to identify another qualified ATS team member familiar with the applicable MLS who may be available to assist. Alternate Transaction Manager coverage is not guaranteed and depends upon the availability of a team member qualified and familiar with the applicable MLS.

1. Agent-Client MLS Input Requirements

To complete MLS Input, the Agent-Client provides ATS with the information and materials applicable to the listing, which may include:

- Listing terms, dates, and property information
- Property features and applicable MLS-required fields not available through prior MLS entries or where previously available information may no longer be current or accurate
- Approved marketing remarks
- Listing photographs and applicable photo order
- Showing and property-access instructions
- Applicable disclosures, supplements, and other documents intended for MLS upload
- Any additional information required by the applicable MLS

ATS may use available information from county tax records, Realist, and prior MLS entries when appropriate. The Agent-Client remains responsible for providing or confirming information that may have changed or requires current verification.

2. Listing Agreement & Incomplete MLS Status

The listing agreement does not need to be fully executed before ATS begins or completes the administrative MLS Input. When the listing agreement has not yet been fully executed, ATS may complete the applicable MLS entry and leave the listing in an incomplete status pending execution of the listing agreement and the Agent-Client's final review and approval. Once the applicable listing documentation is complete, ATS notifies the Agent-Client that the MLS entry is ready for review.

3. Agent-Client Review & MLS Activation

The Agent-Client is always responsible for the final review, approval, and activation of the listing in the MLS. ATS does not activate listings. The Agent-Client remains responsible for the accuracy and approval of listing terms, pricing, property representations, marketing content, and other information requiring the Agent-Client's professional knowledge or judgment.

4. Pre-Active Changes & Corrections

When the Agent-Client identifies changes or corrections during their review of the completed MLS Input

and before the listing is made active, ATS makes the applicable changes using the information or direction provided by the Agent-Client. MLS Input is complete once the initial MLS entry and applicable pre-active changes and corrections have been completed. Subsequent MLS maintenance, including changes resulting from amendments to the listing agreement, is the responsibility of the Agent-Client.

VIII. Listing Packet Preparation

Listing Packet Preparation provides administrative support for preparing, routing, and following through on the applicable listing agreement package for a single listing agreement.

Listing Packet Preparation Availability

- One-to-four family
- Unimproved property
- Farm and Ranch

This service is not available for commercial or residential lease listing agreements.

Listing Packet Preparation Includes

- Listing Agreement Package Preparation
- Signature & Execution Follow-Through
- Subsequent Listing Amendments

Listing Packet Preparation Scheduling Standard

Requests received after 4:00 PM local contract time are considered received the following Business Day. When same-day assistance is needed, the Agent-Client should contact their Transaction Manager to determine availability. If the assigned Transaction Manager is unable to accommodate a time-sensitive request, ATS will make a reasonable effort to identify another qualified ATS team member familiar with the applicable systems and brokerage requirements who may be available to assist.

Alternate Transaction Manager coverage is not guaranteed and depends upon the availability of a team member qualified to complete the requested work. Same-day completion cannot be guaranteed until availability has been confirmed.

1. Listing Agreement Package Preparation

At the Agent-Client's direction, ATS prepares the applicable listing agreement package, including documents such as the Seller's Disclosure Notice, On-Site Sewer Facility Notice, and other listing documents applicable to the property. ATS

provides the completed listing agreement package to the Agent-Client for review and approval before routing the approved documents to the Seller-Client for signatures. Comparable Market Analysis (CMA) ATS does not research, select, or analyze comparable properties; determine or recommend listing price or market value; or prepare, populate, or create a Comparable Market Analysis (CMA) or CMA presentation as part of Listing Packet Preparation. This limitation applies even when comparable properties, pricing information, or other CMA data are provided by the Agent-Client.

2. Signature & Execution Follow-Through

Once approved by the Agent-Client, ATS routes the applicable listing documents to the Seller-Client for signatures and follows through in an effort to obtain the fully executed documents. When signatures remain outstanding, the Transaction Manager follows up with the Seller-Client, including by text message with the Agent-Client included or by phone when appropriate, while keeping the Agent-Client aware of outstanding documents requiring completion. ATS continues applicable signature follow-through in an effort to obtain the completed documents rather than treating the initial signature request as completion of the service. Once executed, ATS provides the applicable completed documents to the Agent-Client.

3. Subsequent Listing Amendments

Listing Packet Preparation does not end with execution of the initial listing agreement package. During the applicable listing period, the Agent-Client may direct ATS to prepare amendments to the listing documents, including applicable changes to listing price, listing term, or other Agent-Client-directed terms, and route those documents for signatures. ATS prepares the applicable amendment using the terms provided by the Agent-Client and follows through on signature and execution. Changes resulting from a listing amendment that must also be reflected in the MLS remain the responsibility of the Agent-Client under the MLS Input standard.

IX. Service Selection, Fees & Payment Standards

ATS operates through a standardized service model designed to provide Agent-Clients with consistent, predictable File Management and administrative support. Standardized service scopes allow ATS to maintain efficient workflows, clearly defined pricing and responsibilities, and consistent, predictable service expectations across the Agent-Clients and brokerages we serve.

ATS services are provided according to the established scope of the service selected by the Agent-Client. The Agent-Client may elect to personally handle or decline any activity otherwise included within the selected ATS service, and certain included activities may not apply to every transaction, brokerage, or circumstance. An included service component that is declined by the Agent-Client or is not applicable to a particular transaction, brokerage, or circumstance does not modify the price of the selected service and does not result in a reduction, credit, substitution, or prorated fee.

Standard ATS Services are not customizable on a component-by-component basis. Activities from another service level or services outside the established scope may not be substituted for declined or inapplicable components or individually added to create a customized service package. The Agent-Client remains free to personally perform an activity that would otherwise fall within ATS's established scope. Doing so does not change the remaining scope of the selected service or the applicable service fee.

UNDER-CONTRACT FILE MANAGEMENT SERVICES

1. File Management Fees & Payment

Under-Contract File Management Services are engaged on a transaction-by-transaction basis at the Gold, Platinum, or Diamond level selected for the applicable transaction. The applicable File Management fee is based upon the level of service selected for that transaction and is not determined by the number of individual service components ultimately required, applicable, or utilized during the file. File Management fees are charged per side of a transaction at the selected Gold, Platinum, or Diamond service level, except where an applicable ATS pricing adjustment provides otherwise. ATS File Management fees become payable upon the successful closing and funding of the applicable transaction.

No File Management fee is due for a transaction that terminates prior to closing and funding.

File Management fees may be paid as a deduction from the Agent-Client's commission on the applicable Commission Disbursement Authorization (CDA), or by online invoice using credit card or ACH payment. The applicable fee remains based upon the File Management level selected for the transaction even when an included component is not applicable, is declined by the Agent-Client, or is personally handled by the Agent-Client.

New Construction, Builder & Commercial Pricing

New construction, builder-contract, and commercial transactions are subject to the same File Management pricing as other transactions at the selected service level. ATS does not reduce a File

Management fee solely because a transaction involves new construction, a builder contract, or commercial real estate.

Standardized Pricing Adjustments

ATS may maintain standardized pricing adjustments for qualifying transaction circumstances, including cash transactions, lower purchase-price transactions, and transactions in which ATS provides File Management services for an intermediary transaction without appointments. Any applicable adjustment is determined according to ATS's then-current Service Fee Schedule and eligibility requirements and does not alter the scope of the selected File Management service.

2. Changes in File Management Level

The Agent-Client may elect to change the File Management level selected for an active transaction. When the File Management level is increased, ATS begins providing the applicable additional services from the point of the change forward. Services performed before the change remain associated with the File Management level under which they were provided, and services performed after the change proceed under the newly selected level.

When the File Management level is decreased, ATS discontinues the applicable higher-level services from the point of the change forward. Services already performed remain compensable under the File Management level at which they were provided, with the remaining File Management services proceeding under the newly selected level. A change in File Management level does not retroactively change the service level under which work has already been performed.

PRE-CONTRACT SERVICES

1. Offer & Acceptance Support Fees & Payment

For Buyer-Side Offer & Acceptance Support, each Offer & Acceptance cycle for one property constitutes a separate service. The Buyer-Side Offer & Acceptance Support fee becomes payable once the initial offer draft has been completed and approved by the Agent-Client.

For Seller-Side Offer & Acceptance Support, the service applies to the Offer & Acceptance cycle for one listed property and may include multiple offers being considered during that cycle. The Seller-Side Offer & Acceptance Support fee becomes payable once the initial Seller Net Sheet has been completed and approved by the Agent-Client. After the applicable fee becomes payable, ATS continues the administrative services included within that Offer & Acceptance cycle through execution, withdrawal, or other conclusion of the applicable offer activity.

2. MLS Input Fees & Payment

MLS Input is engaged per MLS number. Each separate MLS number constitutes a separate MLS Input service. The applicable MLS Input fee becomes payable once ATS notifies the Agent-Client that the MLS entry is ready for the Agent-Client's review. Applicable pre-active changes and corrections remain included within that MLS Input service and do not delay when the service fee becomes payable.

3. Listing Packet Preparation Fees & Payment

Listing Packet Preparation is engaged per single- or multiple-property listing agreement. The applicable service fee becomes payable upon completion and Agent-Client approval of the initial listing agreement package. The fee is not contingent upon the Seller-Client signing the listing agreement, the listing becoming active, or the property subsequently going under contract. Applicable subsequent listing-document amendments during the listing period remain within the established scope of the service and do not delay when the original service fee becomes payable.

4. Pre-Contract Service Payment

Pre-Contract Service fees are payable by online invoice using ACH or credit card. The applicable fee becomes payable at the point established for the individual Pre-Contract Service above, regardless of whether subsequent activity ultimately results in an executed contract or closed transaction.

Pricing Stability

ATS service pricing established for an Agent-Client will remain in effect for a minimum of 12 months from the applicable effective date. ATS may periodically review and revise its service pricing. Following the applicable 12-month pricing period, ATS may establish updated pricing upon at least 90 days' written notice to the Agent-Client. The notice will also identify any applicable material changes, if any, to the Standards of Service that affect the scope of services provided to the Agent-Client. Pricing changes do not apply retroactively to services already engaged or to active Under-Contract Services being managed under previously established pricing.

BROKERAGE SERVICE AGREEMENTS

1. Customized Service Scopes & Workflows

ATS may develop customized Pre-Contract and Under-Contract service scopes and workflows for brokerages with 100 or more closed transaction files during the previous 12 months, excluding leases. Brokerage Service Agreements are established separately and directly with ATS. Eligibility for a Brokerage Service Agreement does not guarantee modified services, and any customized arrangement does not modify the scope or availability of ATS's Standard Services.

2. Brokerage Compliance Review

Where included in a Brokerage Service Agreement, ATS may provide administrative brokerage compliance review services, including review of transaction files for documentation, completeness, signatures, dates, brokerage requirements, and other identified compliance items; communication and follow-up regarding identified deficiencies; and preparation of applicable commission disbursement documentation.

Completion of an ATS compliance review does not constitute Broker approval of the transaction file and does not replace the Broker's supervisory, compliance, or independent review responsibilities. Upon completion of the ATS review, the applicable ATS reviewer(s) may document ATS Compliance Review Complete. The transaction file is then submitted to the Broker for final review and approval.

The Broker's signature acknowledging the completed compliance review constitutes the Broker's approval of the transaction file. Commission disbursement Agent documentation is separately presented to the Broker for signature and authorization.

X. Agent-Client Onboarding & Responsibilities

ATS services are collaborative professional services. ATS assumes responsibility for the administrative services included within the selected service scope, while the Agent-Client remains responsible for the licensed professional, brokerage, and Client-facing responsibilities that belong to the Agent-Client. Clear communication, timely direction, and appropriate access to transaction information allow ATS and the Agent-Client to work together effectively throughout the service relationship.

GETTING STARTED WITH ATS

1. Signup Required Before Services Begin

A completed ATS Signup Agreement is required before ATS accepts a Pre-Contract or Under-Contract service request from a new Agent-Client. The signup process establishes the Agent-Client's service relationship with ATS and collects the information necessary for initial setup, including the Agent-Client's default File Management level, brokerage information, branding, applicable brokerage compliance requirements, and other information necessary to support the Agent-Client's services.

The Agent-Client may identify an existing transaction or other service request requiring ATS services as part of the signup process. Once the required signup process is complete, ATS may begin accepting and working on Pre-Contract and Under-Contract service requests. Completion of the onboarding appointment is not required before services begin.

2. Confidentiality & Client Relationship Protection

ATS recognizes the importance of protecting the Agent-Client's confidential business information, account information, transaction information, Client information, and Client relationships. Information and access provided to ATS are used only as necessary to provide the services engaged by the Agent-Client, support the applicable transaction or service request, and administer the Agent-Client's service relationship with ATS.

ATS does not sell, disclose, distribute, or provide the Agent-Client's Client information or Client lists to third parties for marketing, solicitation, referral, or other independent business purposes without the Agent-Client's express permission for the specific intended use. ATS does not use information or access obtained through the service relationship to independently solicit, market to, or pursue a business relationship with the Agent-Client's Clients.

ATS maintains appropriate confidentiality and security practices for information entrusted to ATS and limits access to ATS team members who require the information to provide or support the applicable services.

3. Technology & Data Use

ATS uses professional cloud-based technology and software platforms, such as Google Workspace Business and Airtable Team, to provide and support its services. In the course of providing services, Agent-Client, Client, and transaction information may be stored, processed, or transmitted through ATS-approved technology providers. ATS selects and administers its technology with consideration for appropriate business data-security and privacy practices and uses Agent-Client and Client information only as necessary to provide or support ATS services.

4. Secure Account & System Access

When access to an Agent-Client's brokerage platform, transaction-signing platform, or other applicable system is necessary to provide the selected services, the Agent-Client is responsible for providing the necessary access. ATS provides an approved secure method for sharing applicable account credentials and maintains credentials through ATS-approved secure password-management practices. Sensitive login credentials should not be provided to ATS through ordinary email, text message, or other unsecured communication when ATS has provided a secure method for credential sharing.

5. Onboarding Appointment

Following signup, new Agent-Clients schedule an ATS onboarding appointment, generally lasting approximately 30 minutes. The onboarding appointment establishes the working relationship between the Agent-Client and ATS, including transaction-submission procedures, communication standards, service expectations and boundaries, and the working practices used between the Agent-Client and Transaction Manager. Agent-Clients are expected to complete onboarding within the first three weeks following signup.

The onboarding appointment does not delay the beginning of services. Once signup is complete, ATS may begin accepting and working on Pre-Contract and Under-Contract service requests before the Agent-Client has completed onboarding.

AGENT-CLIENT RESPONSIBILITIES

ATS File Management is intended to create leverage for the Agent-Client, not separation between the Agent-Client and their licensed professional, brokerage, or Client-facing responsibilities.

1. Submit New Service Requests Promptly

The Agent-Client is responsible for promptly providing ATS with newly executed contracts and Pre-Contract service requests. Executed contracts do not require a separate transaction intake form or online submission process. The Agent-Client may forward the executed contract directly to their Transaction Manager, and ATS obtains the additional transaction information and documentation necessary to begin File Management from the applicable brokerage and transaction systems available to ATS.

Buyer-Side Offer Drafting and Listing Packet Preparation requests must be submitted through the applicable ATS online request form so that ATS receives the information and instructions necessary to prepare the requested documents. ATS service timelines begin upon ATS's receipt of an executed contract or Pre-Contract work order.

2. Keep ATS Informed of Transaction Activity

ATS can effectively manage its administrative responsibilities only when the Transaction Manager has access to the transaction activity and information necessary to do so. The Agent-Client should keep ATS informed of material transaction developments and provide or forward applicable transaction communications and documents that ATS may not otherwise receive. This includes activity occurring directly between the Agent-Client and their Client or another transaction participant when that activity affects something ATS is responsible for managing, tracking, documenting, or following through on. The Agent-Client is not expected to determine whether every communication or document is something ATS needs. When in doubt, forward it. ATS will determine what requires action, documentation, follow-through, or no further involvement.

3. Communication & Transaction Manager Inclusion

Agent-Clients should include their Transaction Manager on applicable written communication and return to established group email or text conversations when communicating with Clients or other transaction parties, as applicable to the selected service level.

ATS can only maintain communication visibility and follow-through when the Transaction Manager is included in the applicable communication.

4. Provide Timely Direction, Decisions & Approvals

ATS performs administrative activities within the selected service scope but does not replace the Agent-Client's licensed professional judgment or brokerage responsibilities. When ATS identifies a matter requiring the Agent-Client's direction, approval, decision, interpretation, negotiation, or professional involvement, the Agent-Client is responsible for responding within a timeframe appropriate to the needs of the transaction or service request. When a matter requires Agent-Client involvement, ATS's responsibility is to affirmatively bring the matter to the Agent-Client's attention and provide the information available to ATS. The professional decision or direction remains the responsibility of the Agent-Client.

5. Close the Loop

When the Agent-Client takes action on a matter ATS is tracking or managing, the Agent-Client should close the loop with the Transaction Manager by providing the applicable outcome, decision, document, or next step. When the Agent-Client communicates directly with a Client, lender, cooperating agent, title or escrow company, or another transaction participant regarding an outstanding matter being tracked by ATS, the Agent-Client should advise the Transaction Manager of the result when ATS would not otherwise receive it. Closing the loop allows ATS to update the transaction record, discontinue unnecessary follow-up, identify any remaining administrative action, and continue managing the file using current information.

6. Communication With the Transaction Manager

Agent-Clients should communicate the substance of a request whenever possible rather than sending a message that only asks the Transaction Manager to call. When a phone conversation is necessary or preferred, providing the subject or reason for the call allows the Transaction Manager to review the applicable information, prepare as necessary, and respond more effectively.

7. Licensed Professional, Brokerage & Client Responsibilities

The Agent-Client remains responsible for responsibilities requiring a real estate license, brokerage authority, professional judgment, negotiation, advice, interpretation, or direct management of the Agent-

Client's Client relationship. ATS may communicate directly with Clients within the selected service scope and may perform administrative activities at the Agent-Client's direction, but ATS does not replace the Agent-Client as the licensed real estate professional responsible for the Client relationship. The Agent-Client remains responsible for:

- Advising and counseling their Client;
- Negotiating transaction terms;
- Determining contractual strategy and the exercise of contractual rights;
- Making recommendations requiring licensed professional judgment;
- Addressing Client concerns requiring the Agent-Client's professional involvement;
- Providing ATS with direction when an administrative action depends upon a professional decision; and
- Remaining appropriately engaged in the transaction.