

Purpose

To establish guidelines for managing and executing virtual transaction coordination tasks outside of regular business hours, ensuring we provide high-quality service to our clients while supporting the well-being and fair compensation of our team.

Scope

This policy applies to all involved in virtual transaction coordination services, including contractors, and management.

Standard Business Hours

- **Monday through Friday:** 8:00 AM - 5:00 PM
- **Weekends:** 10:00 AM - 4:00 PM
 - Weekend coverage is provided by on-call representatives. Please note that not all transaction coordinators will be available during weekend business hours unless arrangements have been made in advance.

After-Hours Work and Compensation

- **After-Hours Fee:** Any transaction coordination work required outside of standard business hours without advanced notification will incur an after-hours fee. This fee compensates for the additional effort and availability required from our team. The specifics of this fee, including rates and billing procedures, will be clearly outlined in our service agreements.
- **On-Call System:** An on-call rotation will be established to manage urgent tasks notified in advance efficiently. The designated on-call team member will ensure that all necessary preparations are made to handle the request, adhering to our high standards of service.

Communication

- **Client Inquiries:** Automated responses will be set up for inquiries received after hours, detailing our business hours and promising follow-up during the next business day. Exceptions can be made for pre-notified tasks requiring immediate attention.
- **Urgent Client Needs:** A rotating schedule for on-call staff will address urgent client needs outside business hours, with the flexibility to respond to pre-notified requests promptly.

Advance Notice of After-Hours Work

- **Realtor Notifications:** To avoid after-hours fees, Realtors must provide advance notice if they anticipate the need for transaction coordination services outside of standard business hours. This notice should be given before the close of business of the day the after hours services will be required, specifying the nature of the work and its urgency.

- **Preparation for After-Hours Requests:** Upon receiving advance notice, the team will coordinate to ensure that the designated on-call member is prepared to handle the request efficiently, including confirming availability, reviewing relevant client files, and ensuring access to necessary resources.

Data Security and Communication

Strict data security protocols will be maintained, and encrypted channels will be used for all client communications, especially during after-hours work, to protect client information and transaction details.

Work-Life Balance and Compliance

Contractors are encouraged to maintain a healthy work-life balance, with after-hours work strictly regulated and compensated according to policy. Adherence to this policy is crucial for operational efficiency and team well-being.

Review and Amendments

This policy will be reviewed annually and may be amended as necessary to accommodate evolving business needs, legal requirements, and feedback from our team and clients.

Feedback

Your feedback is invaluable to us. For suggestions on improving our communication or services, please contact us at feedback@xclusivetc.com.