

Purpose

At Exclusive Transactions LLC, we're committed to delivering exceptional transaction coordination services, ensuring seamless communication that respects both our clients' and our team's time. This policy outlines our business hours, response times, and the preferred methods for communication.

Business Hours

- **Monday to Friday:** Our office hours are 8 AM to 5 PM. During this time, we are fully available to address inquiries and assist with your transactions.
- **Weekends:** Special service requests, such as writing contracts or accepting offer contracts, are available 10 AM - 4 PM on weekends. We aim to accommodate these needs, recognizing that some transactions are time-sensitive.

Communication Channels

Direct Communication: Clients are encouraged to communicate directly with their dedicated transaction coordinator for specific transaction-related matters. This personalized approach ensures efficient and targeted support.

- **General Inquiries and Services**
 - **Email:** For general inquiries or non-urgent matters, please contact us at info@xclusivetc.com. Our team checks this email regularly within business hours.
 - **Phone and Text Messages:** Immediate assistance is available by calling or sending a text message to 832-886-0044 during business hours. These main business lines are equipped to handle both calls and texts, offering a convenient way for clients to reach out.
 - **Communication with Your Dedicated Transaction Coordinator:** For a more tailored service experience, clients can also send phone calls, text messages, and emails directly to their dedicated transaction coordinator's business lines. This direct line of communication is encouraged for handling transaction-specific inquiries efficiently.

Weekend and After-Hours Services

For services required after hours or during the weekend, we ask clients to alert their dedicated transaction coordinator as far in advance as possible. This notice allows us to ensure availability and effectively meet your needs.

Response Times

- **During Business Hours:** We aim to respond to all inquiries within 2 hours during business hours, whether they come through email, calls, or texts. Complex queries might require more time, but we will always acknowledge your message and provide an estimated response timeframe.

- **After Hours:** If you have an urgent matter that cannot wait, please do not hesitate to text or call us at 832-886-0044. If possible please inform us in advance, during normal business hours, so we can be prepared to provide you the prompt assistance you need.

Holidays and Special Closures

Exclusive Transactions LLC observes all standard federal holidays. We will communicate any additional closures or schedule changes in advance through our website and email.

Policy Review and Updates

This policy is reviewed annually to ensure it continues to align with our commitment to effective communication. We will inform you of any changes through our standard communication channels.

Feedback

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