Escrow Procedures Manual

XPN Realty / STX Realty

For: All XPN Realty / STX Realty Agents

This manual explains the two escrow procedures you must follow in each case: how to request a disbursement check from the escrow account, and how an escrow letter is issued when a deposit is received. Follow the steps exactly as written: incomplete requests are not processed.

SECTION 1 — "Disbursement Check" Procedure

When you need a disbursement check from the escrow account, do the following:

1. Send ONE single email with the EXACT subject: Disbursement Check

The email must include the following four (4) items, without exception:

(1) The property address.

(2) The brokerage company the check is payable to.

(3) The amount of the check.

(4) The DAY you need the check.

> **IMPORTANT:**
>
> If any of the four items is missing, the disbursement will NOT be processed until the email is complete.

What the office does when it receives a complete email: it verifies the request against the bank (STX Realty Escrow account), the Transaction Tracker, the escrow ledger, AppFiles (the property's file) and the MLS; sets a reminder for the day you indicated; and the check is issued to the brokerage company that same day.

SECTION 2 — "Escrow Letter" Procedure

When a deposit is received for one of your files, the escrow letter is processed as follows:

1. Send an email with the subject: Escrow Letter, stating the property address, the amount of the deposit, and the tenant's name.

2. The office verifies that the money actually landed in the STX Realty Escrow account (bank / Zelle confirmation).

3. If the deposit is verified, the office completes the Broker's pre-signed escrow letter template with that day's date and uploads it the same day to the property's file in AppFiles, filed under the file's Required Documents section.

4. If the deposit is NOT verified in the bank, no letter is issued: the office flags it and notifies the Broker.

REMEMBER:

Without verification of the deposit in the escrow account, there is no escrow letter. Always confirm the money has arrived before requesting the letter.

If you have any questions about these procedures, contact the office before sending your request.