

Transaction Management

(Do's and Don'ts)

What to Expect from your TC

- The first point of contact that will communicate with title, lending and the other agent on your behalf
- Maintains communication with Agent
- Keep client apprised of all inspections, home warranty, file timelines, utility information and contact information
- Sends out all documentation after acceptance to clients for signatures upon agent approval
- Opens escrow with title and provides contract and client information
- Sends documentation to other agent to obtain all signatures
- Supplies copies of completed documents to title and lending and client
- Maintains and manages electronic file
- Stays on top of timelines and ensures others follow
- Schedules inspections
- Keeps all parties including clients up to date on the status of the file
- Prepares documents under agent advisement
- Supports the agent throughout escrow within acceptable guidelines and with limitations (see dos and don'ts)
- Will call, email and or text all parties including opposing agent, title, lending and client as necessary to ensure timelines are met and documentation is complete
- CC agent in ALL communications including emails and text to client, emails to opposing agent, title and lending.
- Will provide recap of any verbal communications to agent via phone, text or email
- Reviews every documentation for completion and sends for correction as needed
- Ensures thank you notes are mailed out on behalf of agent to clients, title and lenders

DOs	DON'Ts
<ul style="list-style-type: none"> ● Prepares documents under the advisement and direction of the agent ● Maintains highest level of communication ● Keeps Agent up to date and organized ● Makes client feel secure and confident throughout their transaction ● Supplies copies of completed documents to all parties ● Schedules inspections ● Reviews all documents for 	<ul style="list-style-type: none"> ● Negotiates for client or agent ● Make decisions that alter the contract or client's best interests ● Draft documents without the advisement and direction of the agent ● Sign on behalf of client or agent ● Sends documents without notifying the client and/or send to the client without agent advising on documents related to the contract. Example: Addendums, NORR, LBP

completion	
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