



THIS GUARANTEE IS MY COMMITMENT TO YOU



AS YOUR TRUSTED ADVISOR I WILL:

- Conduct counseling and information sessions to identify your needs and goals and to plan a property search.
- Make myself available to you on a priority basis in order to meet your needs and schedule for property research and showings.
- Complete a comprehensive market search to identify properties consistent with your needs and price range.

AS YOUR SKILLED NEGOTIATOR I WILL:

- If requested, provide data on recently sold properties within the areas of your home selection.
- Offer to provide property description and seller's statement of property condition as available, prior to the offer to purchase.
- Prepare a written Offer to Purchase on the property of your choice reflecting your price and terms.
- Present all offers to purchase in a timely fashion using standardized forms.
- Assist you in monitoring the status and satisfaction of contract contingencies.

AS YOUR EXPERT FACILITATOR I WILL:

- Offer to arrange a pre-qualifying or pre-approval meeting with a lender to determine your price range.
- Offer access to community and property information.
- Provide assistance in accessing information on licensed building inspectors prior to the Offer to Purchase.
- Accompany you on a property inspection prior to closing, if provided for in the contract.
- Contact you after the closing to assure the satisfactory completion of all service details.
- Offer the opportunity to evaluate the service provided, after the transaction, through a Customer Satisfaction Survey. This survey is administered by Leading Research Corporation, an independent, third-party research company.

REAL LIVING 360 SERVICESM GUARANTEE FOR THE HOME BUYER CUSTOMER



MY
SERVICE COMMITMENT
TO YOU



I give you my personal commitment to provide you with quality, customized service that meets your needs.



I promise to keep in touch with you, and deliver the level of service you want.



I pledge to give you access to special programs and services that can deliver value and relieve the stress of buying or selling a home.



You may contact me at any time for additional information or with questions or concerns.



I commit to you that I will always endeavor to deliver the caring service that you deserve.

Agent Signature

Customer Signature