

Departure Management

Task	Licensed Account Manager	Agent
Pre-List	<ul style="list-style-type: none"> • Accept listing/referral agreement • Assign referral and provide required documents • Instruct agent on type of relocation program and specific procedures • Provide one point of contact for issue resolution for relocation company • Contact seller to introduce CB Bain and assigned agent • Review BMA and submit to relocation company 	<ul style="list-style-type: none"> • Contact seller and make listing appointment • Provide CMA listing presentation and marketing plan • Take interior and exterior photos • Complete BMA • Submit BMA and photos to account manager through eRelocation, within 24 hours of listing appointment
Marketing Home	<ul style="list-style-type: none"> • Review agent Market Updates and submit to relocation company • Ensure receipt of required relocation addenda and disclosures; forward to listing agent for MLS upload • Submit signed listing agreement and disclosures to relocation company • Sign re-list agreement and return to relocation company 	<ul style="list-style-type: none"> • Input listing into MLS • Take property photos • Order legal description from title company • Order yard sign • Prepare color flyers • Complete Market Update once or twice monthly • Review listing details in MLS; verify listing presence on CB Bain partner websites
Property Management	<ul style="list-style-type: none"> • Transfer utilities into CB Bain's name if transferee vacates prior to closing • Request yard/cleaning when required by relocation company • Final broker bills to escrow 	
Offer	<ul style="list-style-type: none"> • Review verbally negotiated contract for completeness • Submit to relocation company for signatures 	<ul style="list-style-type: none"> • Review offer with selling agent, set expectations for a relocation transaction • Verbally negotiate counter offers until mutual agreement • Review contract for errors, required addenda, etc. • Submit to CB Bain Departure Account Manager for review • Order HOA resale certificate, when applicable • Coordinate county required septic inspections • Negotiate inspection with selling agent • Ensure all contract contingencies are met • Contact lender to verify financing is on schedule/arrange for necessary extensions • Turn in executed contract to branch transaction coordinator and cc relodocs@cbbain.com
Closing	<ul style="list-style-type: none"> • Review file closing for accuracy and relocation company referral fees are paid 	<ul style="list-style-type: none"> • Order sign down • Pick up flyers, key box, etc.