



## RMC Team Agent Agreement 2020

In this agreement, Relocation Management Company "RMC" references the referral source, "Company" references Coldwell Banker Bain, "client" references person(s) agent is working with.

Team membership is at the sole discretion of the Relocation Management Company and Coldwell Banker Bain; and is contingent upon continuous adherence to the guidelines below and RMC expectations. This agreement is not a guarantee of business. Coldwell Banker Bain has no control over the RMC's administration of their programs. Agent agrees they are an independent contractor and has agreed to the terms below. Nothing in this document is intended to create an employment relationship.

### RMC Guidelines

- I understand the RMC expectation of me is to give excellent service, guidance and education to all referred clients. Regardless of whether they are ready to purchase/sell or are a long-term client requiring to be nurtured.
- I agree to accept referral placements **regardless of price range**. (Geographic area will be taken into consideration by the CB Bain Account Manager as a possible reason not to accept a referral.) Once a referral has been assigned, the client must be contacted by the agent within 2 hours.
- I understand the RMC expects me to be internet savvy, have a "professional profile" and website available for their relocating transferees or members.
- I agree to utilize the provided referral management software (eRelocation, Zap, APEX, etc.) systems for management of RMC business, RMC updates and to review my performance matrix. I understand the RMC tracks my performance and lead distribution is based on my performance.
- I understand that my team/assistants can be used to process paperwork "only" and they must be background checked.
- I will keep the CB Bain Account Manager aware of any service breaks at the onset, including potential legal issues, with clear supporting documentation for the RMC file.
- I agree to never discuss the referral fees paid to the RMC, with their referred client referred or sell against the RMC's preferred mortgage program.
- I understand that the RMC expects me to attend all closings with my referred client, to provide support and ensure an excellent service response.
- I understand the RMC requires 24-hour notice of a signed listing, pending sale, and closing notification. I understand that my adherence to RMC policy has a direct effect on the volume of business I receive.
- I agree, and I understand I cannot refer RMC business to another agent or brokerage firm or collect any fees.
- Per RMC requirement, I agree to coordinate coverage with another certified, background checked team agent in my branch for any extended vacation/out of office time (3 days or more). I will notify my client and the CB Bain Account Manager of coverage plan.

- The RMC expectation of team agents is to support the National Broker Network to place outgoing referrals through CB Bain's Outgoing Referral Services - [outgoing@cbbain.com](mailto:outgoing@cbbain.com) | 877-224-5006.

### Training & Education Guidelines

- I understand I am responsible for payment of any background screening, or annual and/or bi-annual associated re-certification fees, required by RMC.
- I will complete all RMC required training to maintain my position on the team.
- I understand that the RMC required production level is 10 closed transactions annually to qualify to receive referral business.
- I agree to commit the appropriate allocated time necessary to service referred client needs.
- It is the team agent's responsibility to ensure communication expectations are set at the beginning of the relationship with the referred client.
- I understand that each referral provides me the opportunity to deliver "excellent service" and that the referrals received from these clients, should expand my business such that my company-developed business should not exceed 50% of my annual closings.
- I understand that all referral fees are off the top at 47.5% of the action side of the commission for all referrals and due upon closing of the sale. In addition, acceptance of referrals is communicated through eRelocation.
- There is no time limit on referrals. Fees are due regardless of whether the client is receiving benefits. Once the referral is accepted; we pay any required fees associated to the RMC of the opportunity.
- Registration of a client does not constitute a reduction in the referral fee on any business received from an RMC or the National Broker Network. Registration ensures another agent is not sent to service the client.

### Service Agreement

- Due to brokerage firm documentation, property management, bill pay and contractual liability of our Firm; Corporate Inventory [vacant properties], whether REO or Relocation, are managed by our relocation division. Signage right opportunities are offered, and flat fees are paid to the agent as follows:

▪ \$1 - \$129,999	= 50/50 Split (subject to normal branch split)
▪ \$130,001 - 499,999	= \$1600
▪ \$500,000 – 999,999	= \$3000
▪ \$1M – 2,499,999	= \$5000
▪ \$2.5M+	= \$10000

### Expectation Metrics of Third-Party RMC's:

RMC's set performance requirements and standards of service. These requirements must be met always. In the event an agent is unable to maintain the performance level required by the RMC, the agent will no longer be eligible to remain on an RMC client team.

Our company is your advocate in helping you maintain your referred client business. We understand there are two sides to every story and that there are times you may need additional support. Please communicate with your CB Bain Account Manager. With that said, we cannot allow one agent to harm any business segment due to non-performance.

## Company Policies

By signing this agreement, you pledge to abide by all terms of this agreement and associated team performance standards.

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Team Agent (Print Name)

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(Signature)

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(Date)