



## Real Estate Services Best Practices Supplement

All questions MUST be completed in full.

If space is insufficient to answer any question fully, attach a separate sheet.

Full Name Of Applicant: \_\_\_\_\_ Title: \_\_\_\_\_

Business Name: \_\_\_\_\_

Submission or policy number: \_\_\_\_\_

1. Does the applicant:

a. Utilize transaction management system and software throughout the entire transaction process?  Yes  No

b. Require all agents/brokers to keep a transaction log documenting all transaction activities?  Yes  No

2. Does the applicant act in dual agency, transactional broker or intermediary transactions?  Yes  No

If yes, what percentage of transactions annually involve such representation? \_\_\_\_\_%

Describe the applicant's procedures for disclosing this representation to all parties involved in the transaction.

3. Regarding clients, does the applicant:

a. Use an established procedure for verifying the accuracy of information received from clients?  Yes  No

b. Screen or interview clients prior to entering into a representation agreement?  Yes  No

c. Review all contracts with the client prior to execution?  Yes  No

d. Require signatures from all parties on any contract modifications or addendums?  Yes  No

e. Disclose all fees and commissions at the time of entering into a contract for real estate or property management services?  Yes  No

f. Have a member of the applicant's management routinely review all executed contracts?  Yes  No

4. Regarding agents/brokers, does the applicant:

a. Screen licensed agents/brokers prior to allowing them to represent the company?  Yes  No

b. Hire newly licensed agents/brokers?  Yes  No

c. Have established procedures for training and supervision of newly licensed agents/brokers?  Yes  No

5. Does the applicant physically inspect all properties prior to listing or selling a property?  Yes  No

If yes, are all findings that may be considered a defect or impact the desirability of the property disclosed in writing?  Yes  No

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**NOTE:** This Supplement becomes part of your primary application and must be signed and dated. Coverage cannot be bound until the Company approves your completed application. The Company's receipt of premium does not bind coverage until a written quote has been issued. Before electronically signing this document, verify your information is correct. Electronically signing will disable further editing of your application.

Applicant's signature: \_\_\_\_\_ Date: \_\_\_\_\_

Agent's signature: \_\_\_\_\_ Date: \_\_\_\_\_

(Florida only) Agent license number: \_\_\_\_\_