

BUYER'S AGENT JOURNEY MAP

- Lead generation
- Have a conversation to determine if you are a professional fit
 - Ask the necessary questions to uncover their needs
- Secure buyer appointment
- Verify the client has a mortgage pre-approval
 - If not, send them your preferred list of vendors
 - Best to include at least 3 contacts
- Client must sign the Exclusive Right to represent Buyer
 - Prior to any showings taking place unless a RRC listing
- Create and electronic file via Ziplogix
- Set up client on automated MLS search
 - Send properties that meet their requests
 - Connect client to your RE/MAX app, that way if they find properties, you are notified
- Schedule showings based on the client's selections
- Continue with showings, until the client finds the right property
 - Make sure that there is open, clear communication with your clients regularly
- Sign Dual Agency if applicable
- Submit an offer to the Sellers Agent
- Negotiate terms of the contract
- Once your buyers' contract is accepted
 - Make sure contract as well as disclosure are fully executed
 - Continually submit all paperwork to the office via Ziplogix
- Open Escrow (held by the listing brokerage)
- Conduct inspections if applicable
 - Within the specified period of time as stated in the contract
- Negotiate repairs if necessary
- Request condo documents if applicable
- Satisfy all mortgage contingency's

- Confirm the closing date
 - Attend the closing if possible
 - Provide a closing gift if, you choose
- Ask for a review