



## Frequently Asked Questions

### MLS LISTING PROCESS AND YOUR LOCAL YOURIGLOO BROKER

Please fax all your completed paperwork to 561-572-2456. At the same time, email a photo to [pictures@yourigloo.com](mailto:pictures@yourigloo.com). 24-48 business hours after receipt, you will be listed on the MLS.

After listing your property, we will send you a copy of your live active listing for review along with a form to fill out to report any errors or to sign off that all is correct. Please understand that we have no way to send you a copy of the listing before it is live so when you get a copy from us the listing is already active. Being listed with the wrong information can waste precious time when trying to sell your home so PLEASE make sure you look it over carefully and report any errors immediately. If you need to make changes to your MLS listing in the future please email [changes@yourigloo.com](mailto:changes@yourigloo.com) or call 877-657-7211 ext 111.

### COMMISSIONS

On the listing agreement, you must state the commission you will be offering to the Buyer's Agent so that the MLS will accept your listing. Given market conditions today, we do not recommend trying to save money by skimping on the commission. Remember that there is a lot of property for sale, and if you want the Realtors to bring you buyers you need to offer them a commission they will find attractive. Also, please understand that we, Yourigloo.com, as your listing agent, will not receive any part of this commission. The entire amount will be paid to the Buyer's Agent at closing.

You are of course free to offer any amount you want, however, a non-competitive commission may hurt your chances of selling.

### REALTOR.COM

Your Realtor.com listing will show up 2 -5 business days after your MLS listing is complete. Errors on your Realtor.com listing such as the price, property description, photo, etc. may need to be corrected on the MLS. Please email corrections to [changes@yourigloo.com](mailto:changes@yourigloo.com) or call the toll free number given above.

### REALTOR.COM SHOWCASE Listing

ADDITIONAL EXPOSURE - If you would like to upgrade your listing to a "Showcase Listing" on Realtor.com for an additional charge, please refer to the form "Important Realtor.com Enhancements", or call us toll free at 877-657-7211 ext.111. The Showcase allows you 10 -25 photos, a scrolling banner, an extended description, a link to your contact info, and the ability to post Open House dates and information on Realtor.com. If you don't have a Showcase we cannot edit your Realtor.com listing in any way except by changing the MLS itself. Even with a Showcase listing only the description, headline, banner and photos are editable.

### CHANGES

Changes must all be made in writing, either email or fax. **We absolutely cannot accept changes over the phone** as we need a paper trail to show that the changes originated with you and also to be sure we are doing just what you want.

## PHOTOS

You **MUST** send us a photo for your MLS listing. We will not list you without at least one photo as many MLSs fine us if we don't have a photo. The photo should be of the front exterior of your home, saved as a .jpg file, 640x480 pixels. It should not include any for sale signs.

Your basic listing package includes at least 6 photos on the MLS and only 1 on Realtor.com. If you would like to add additional photos or upgrade to a Showcase, please fill out the YourIgloo ADD-ON FORM, the Important Realtor.com Enhancements form, or call us toll free 877-657-7211 ext.111 to discuss your options.

On the Yourigloo website you may place 6 photos. You can upload these yourself or email them to [pictures@yourigloo.com](mailto:pictures@yourigloo.com) and we will do it for you.

Email your photo/s to [pictures@yourigloo.com](mailto:pictures@yourigloo.com). Include the property address in the subject line and your name and contact information in the body of the email. If you only have a hard copy, or a disk, you can mail it to us at Yourigloo.com, Inc. 639 E Ocean Ave. Ste 205, Boynton Beach, FL 33435 with your name, property address and telephone number.

If you need more help with your photos please call us.

## SIGNAGE

NOTE: If you are receiving a sign from the FSBO (For Sale By Owner) company that you originally paid please contact them for all sign questions.

If you are required to use a Broker's sign (as in Ohio, Tennessee and Austin TX) Yourigloo signs are available with our brokerage name and toll free number as well as a place for you to post your own number. In general, using the broker's sign is recommended since FSBO signs can discourage buyer's agents from showing your property.

## WHEN YOU HAVE AN OFFER

IMPORTANT - After obtaining a fully executed contract (signed by both buyer and seller), fax the Contract Pending form and a copy of the contract to 561-572-2456. This **MUST** be done within 48 hours per our Exclusive Agency Agreement, whether your home was sold by owner or through a realtor, no exceptions, and fines could occur. If there are any contingencies with the contract please follow instructions on the Contract Pending Form. Should your contract fall through, for any reason, contact us at once, so we may place you back on the market immediately.

## IMPORTANT !! - WHAT TO DO AFTER CLOSING - IMPORTANT!!

CELEBRATE! Then **you MUST fax a copy of the fully executed HUD1 settlement statement** to us Within **24 hours** of closing. This is non-negotiable and part of your legally binding listing agreement. **Failure to do so WILL result in you being charged a non-compliance fee.**

Again thank you for choosing YourIgloo "The cool way to buy and sell real estate" Rev 10/08