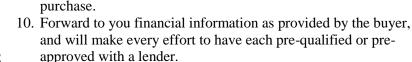
Quality Service Guarantee

Quality Service Certified® For Home Seller

The Quality Service Guarantee is your written commitment from your sales associate assuring the delivery of all of the services described below.

As your representative I will:

- 1. Present agency representation alternatives for you and the home buyers.
- 2. Deliver a Competitive or Comparative Market Analysis to assist in developing a pricing strategy.
- 3. Create and present a detailed, written marketing plan including specific strategies, programs and buyer targets.
- 4. Recommend property merchandising and enhancements to maximize marketability.
- 5. Provide a written estimate of seller expenses and proceeds.
- 6. Review your property history and disclosure statement and deliver it to each prospective buyer.
- 7. Commit to regular communication including prospect and market feedback.
- 8. Promote property through advertising, direct marketing, industry networking and the Internet.



9. Provide counsel and negotiating assistance on all offers to

- 11. Monitor and communicate the status and satisfaction of contract contingencies.
- 12. Offer home purchase assistance, referral services and access to community and property information.
- 13. Attend the closing or escrow (in those states where this is customary).
- 14. Contact you and follow-up after closing to assure the satisfactory completion of all service details.
- 15. Provide you with the opportunity to evaluate the service provided through the Quality Service Assurance SurveyTM.

Signature	Date
Signature	Date

Your Logo Here