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REAL ESTATE BROKERAGE • PROPERTY INVESTMENT CONSULTING • LOAN ARRANGEMENT

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## -- Buyer Service Policy --

Rockyfield is an independent real estate broker established by a business professional with years of corporate management experience. Our philosophy is to always place our customer's interest first. Our profit and satisfaction follow only if we can provide excellent services to our clients. In real estate transactions, there are many parties involved. Therefore, it is extremely important for you to have an unbiased agent who work and give advice only for your best interest. In servicing buyers, we make a commitment to the following:

Communication: We believe good communication is what our customers appreciate most.

- We listen to and understand your requirements and needs.
- We explain the whole real estate purchase process, required documents and actions.
- A weekly update of available properties which fit your requirements and the market condition.
- We also keep you informed by phone or e-mail of any new development as practically as possible.
- Agent status and role will be disclosed at the first meeting or as soon as practically possible.
- We disclose to you any existing or possible conflict interest we may have upon becoming our knowledge.

Comparative Market Analysis (CMA): A CMA will be furnished for a property you are interested to make an offer.

- This will help you determine your offer price.

Viewing Properties: We always try hard to make themselves available at your most convenient time to visit properties. Please note, however, that some owners require showing by appointment only, and your co-operation will be requested.

- We show houses in accordance with Fair Housing regulations and NAR's ethical standard.
- Our agents review the properties by ourselves before showing them to buyers whenever possible.
- Local information will be furnished.
- Disclose all the material facts known to us concerning the property.
- We answer your questions promptly either from our own expertise and knowledge, or by searching the answer for you. However, if your question requires beyond our expertise or qualification, we will refer you to an appropriate professional service.

Handling of Offers: We assist you in preparing a purchase agreement.

- We advise you with the market condition and CMA to help you determine the offer price.
- Your written offer will be promptly communicated and presented to the seller or listing agent.

Financing: Rockyfield will explain generally available financing means and advise general closing costs. In general we assist you in:

- Obtaining pre-approval.
- Arranging mortgage financing.

Monitoring Escrow: Many troubles in escrow can be avoided or efficiently dealt with by close monitoring.

- Our agent will conduct proactive monitoring of the escrow progress, checking what they are awaiting, or if there is any obstacle or a sign of problems, and take actions to correct them. Frequency of escrow contacts will vary depending on the stage of the escrow process.

Rockyfield Agent

Signature for commitment: \_\_\_\_\_

Date: \_\_\_\_\_

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

Rockyfield Principal: \_\_\_\_\_