Our CORE VALUES
"GROWTH"

GU IDEDBY**P**A SSION – Every decision and outcome for the betterment of the Consumer

RELATIONSHIPS – Compassionately connecting opportunities for Generations

OPPORTUNITIES – Building legacies with Leads, Solutions and Possibilities

WORK/**L**IFE **B**ALANCE – Recognizing the importance of balance, health & wellness

TEAMWORK – Fostering a Collaborative and Educational environment

HONESTY – Living by the highest standards of Integrity and Trust

Agent Policy Manual

GENSTONE REALTY

Version 4.0

Last Updated:

05/23/2025

Proprietary and Confidential

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Mission Statement

Our mission is to enrich the lives of customers, colleagues, and communities through an unwavering commitment to build lasting and diverse relationships, offer innovative and sustainable solutions through our network of partnerships, and advocate a culture of teamwork and collaboration.

Licensee Safety

It is critically important a licensee be aware of safety risks inherent in any business. The residential real estate business presents certain safety risks because of the time of day and week when much of the business is conducted. Genstone Realty (herein known as "Genstone") has the following safety policies, guidelines and suggestions:

a. If the licensee does not know the customer, try to arrange a meeting at the office or other public place.
b. Never meet a prospective customer/client at a vacant house alone. Always take another person. Do not meet the prospective customer/client after dark.
c. Let an office personnel or other known person the address of the property, especially when meeting a prospective customer/client for the first time.
d. When on the showing, do not go into dark areas, basements, garages, or areas without multiple exits. Allow the prospective customer/client to view those areas on his/her own and stay in an area which allows for quick exit.
e. Always drive your own car. Do not let a prospective customer/client, you do not know, drive your car and do not ride as a passenger in a prospective customer/client's vehicle. Preferably, meet the prospective customer/client at the office, tell the office the property address and expected return time and take separate cars to the showing.
f. Use common sense. If something doesn't feel right or look right, trust your instincts and remove yourself from the situation.
g. Concealed Firearms: The Company does not allow concealed firearms in the corporate office. Outside of the corporate offices, any agent or broker licensed to carry a concealed firearm must abide by all Local, State and Federal laws regarding the carry of firearms. Any agent/broker who is licensed to carry does so at their own risk and liability.

Code of Conduct

All agents shall conduct their business in alignment with Genstone's core values, the REALTORs® National Association of Realtors Code of Ethics, and in accordance with applicable federal and state laws. Agents, as members of the National Association of Realtors®, are required to maintain their required ethics training.

Agents should conduct themselves in an appropriate business-like manner in all activities and relations with fellow agents, customer/clients, potential customers and company staff. Also, agents shall not disparage the conduct, reputation or character of another agent or the company, whether that agent is with this company or another office.

It is the commitment of the company to ensure the brokerage is free from negative, aggressive and inappropriate behaviors, and that the environment is aimed at providing an atmosphere upholding our core values. All agents and employees of the company have the right to be treated with dignity and respect. All complaints of negative and inappropriate behaviors will be taken seriously and followed through to resolution. Agents or employees of the company who file complaints will not be victimized for "whistleblowing" or reporting others for their inappropriate behavior.

Any agent whose conduct, actions or performance violates or conflicts with the company's policies herein, or the company's core values, or failure to complete the required Code of Ethics course will result in suspension or termination and removal from the company immediately and without warning.

Brokerage Systems

Initials

In order to successfully support our agent network, from compliance to branding, the brokerage has partnered with industry proven systems with the majority of the expense absorbed by the brokerage. Your nominal monthly contribution is set at $99/month, but subject to change as new products are introduced:

kv CORE & CORE Back Office

BoldTrail : This system is designed for the agent to swiftly and easily navigate through other systems and affiliates partners via a Dashboard with a single sign on functionality. It is everything an agent needs to grow their business and brand in one platform: Personal Website, Leads, Social Media Ads, CRM, Marketing, Transaction Management, Analytics and Listing Management.

BoldTrail Backoffice: This system provides a single, streamlined solution to manage your billing, commission tracking, disbursements and reporting.

Dotloop

Dotloop is the system of choice that houses all approved state, local and Real Estate Commission approved forms to conduct real estate transactions. The system is the approved eSign platform and task management system. Please refer to section "Compliance" of this Agent Policy Manual to understand the brokerage's expectations on managing the listings and transactions.

Resource Library

This resource provides you with additional training and coaching videos, branding requirements for agent growth, and a wealth of other resources from the industry's tried and true, best-business-practice solutions.

As referenced in the executed Exhibit A of the Independent Contractor Agreement, the agent is required to setup their minimum requirements in BoldTrail and BoldTrail Backoffice at the time of onboarding. In the event those requirements are not established within the first fifteen (15) days of licensed transferred, the retail commission plan may be adjusted until your next anniversary. In addition to the adjusted commission plan, a $1500 Administrative Fee will be assessed and will be collected by a 10% Commission Deduction until the administrative fee is paid.

Duties of an Agent

Initials

Fiduciary

The agent and all licensed assistants shall owe the customer/client the minimum of fiduciary duties of obedience, loyalty, disclosure, confidentiality, accounting, reasonable skill and care. Agents shall also deal fairly with all parties to a transaction.

Agents must establish a written agreement with a buyer before showing any properties. This agreement must clearly outline the buyer broker's compensation and must be signed prior to the first home tour.The failure to establish and disclose the type of relationship one has by the time of contract is unacceptable. The contract is to serve only as a confirmation of an election made by the buyer/lessee or seller/lessor in separate written agreement before the contract is written.

Cooperation and Compensation

As a matter of policy, Genstone does not offer cooperation or compensation to sub-agents. An agent exclusively representing a buyer shall not, under any circumstances, contact a seller directly without first obtaining the express consent by the listing broker and state broker(s). The exception to this policy being "For Sale by Owner" (FSBO) properties.

In compliance with recent settlement requirements, Genstone agents are prohibited from including offers of compensation for buyer brokers on the MLS. Any discussions or agreements regarding compensation for buyer agents must occur off-MLS and directly between parties.

License Renewal and State Licensing Rules

Agent agrees to maintain an active real estate license with the appropriate department of licensing in their State. It is the agent's sole responsibility to fulfill all continuing education requirements and file their renewal promptly and be aware of their licensing status with the State. Genstone may, at its sole option, sever the agent's license with the company if the agent's license is not renewed on time. Failure to renew can have severe financial impacts on the agent. Commissions are subject to forfeiture for any unlicensed real estate activities after expiration/revocation of agent's license.

Agents agree to adhere to all state and federal licensing rules and regulations. It shall be the agent's responsibility to be knowledgeable about the rules set forth by their State. Should a complaint be filed against an agent, agent agrees to immediately notify the company via their state broker, respond promptly to the complaint, and cooperates fully with the State.

Unauthorized Practice of Law ("UPL") Issues

Genstone has a policy that allows its sponsored licensees to assist its customers/clients when they are negotiating contracts using their professional expertise in market conditions and negotiating skills to advise their customers/clients. If there is a form purchase contract that is commonly used in the community, then licensees can complete business and factual information for their customers/clients, or for customers on behalf of Genstone customers/clients. Licensee shall not:

(i) Advise as to the legal status of any contractual agreement except to indicate whether it has been accepted and signed.
(ii) Explain the meaning of any contractual provision; or
(iii) Draft contract language for the parties to a purchase or lease transaction. Licensees will recommend the advice of legal counsel to their clients and customers just as they would recommend other experts in matters that require particular expertise and/or licensure.

Performing any of the functions above would be considered "Unauthorized Practice of Law" (aka "UPL") activities.

Unauthorized Activities

- Agents are not authorized to bind or obligate Genstone to any agreement, promise or representation other than a witness to normal business practice in real estate such as listings, purchase contracts, amendments, addendums or any other form pertaining to a transaction which is processed and subject to the approval of the company. Agents must use the forms which are customary to the MLS or REALTOR® Board of which the agent is a member. Documents created for a special situation must be reviewed and approved by their state broker(s) prior to execution.

- No business will be conducted in the company name that does not pertain directly to the duties of an agent as directed by federal, state and local laws/regulations as well as company policies, referenced herein.
- Agents shall not open any brick-and-mortar offices in Genstone's name or bind the company to any agreements without the written consent of Genstone's leadership.
- Agents shall not conduct property management services through the company. Property management includes, but is not limited to, collecting rents, performing inspections, setting up repairs and maintenance, posting notices, and running a background check. Agents shall not make or assist with tenant selection for the landlord.
- Agents shall not sell or list to sell business opportunities without written consent.
- Agents shall not conduct a final walk-through inspection on behalf of their customer/customer/client.
- Agents shall not perform work or do repairs on properties where agent is representing a buyer or seller.
- A single agent shall not represent both sides of a sales transaction if the agent or a family member of the agent is a principal or party to the transaction. The agent is aware that failure to follow this policy can result in loss of the agent's E&O coverage and the agent shall be responsible for all defense costs.
- Agents shall not represent both sides of a transaction without full written consent from all parties executed prior to contract. The agent is aware that failure to follow this policy can result in loss of the agent's E&O coverage and agent shall be responsible for all defense costs.
- Agents shall not engage in the act of wholesaling properties in which they, or a family member, has a financial interest. In this instance, real estate wholesaling occurs when the agent contracts with a home seller to purchase their property, markets the home to potential buyers and then sells and assigns the contract to another buyer. The agent makes a profit, which is the difference between the contracted price with the seller and the amount paid by the buyer.
- Agents shall not engage in activities that involve loan wraps.
- Agents shall not take limited-service listing agreements, limited-service buyer agency, or any transaction that does not result in a fiduciary relationship between agent and buyer/seller.
- Agents may only work with an unrepresented party if the agent represents a party in the transaction (i.e., helping a buyer customer/client purchase from a FSBO, "For Sale by Owner," helping an unrepresented buyer purchases their listing where they represent the seller). MLS-only listings are not allowed.
- Agents shall not act outside of their area of expertise, either in knowledge base or significant geographic area(s). At the option of the state broker(s), another agent may be assigned to work with agent or to personally assist the agent in such a transaction. If compensation to the agent is affected, the state broker(s) or Genstone leadership may be asked to negotiate a reasonable compensation agreement on that transaction.
- Agents shall not open any offices, contract for any services, or bind the company in any way without written consent of the company.
- Agents shall never agree to act as an "attorney in fact" under a power of attorney on behalf of a customer/client or customer of the company.
- If the agent conducts real estate brokering and/or mortgage origination activities pursuant to a license from any state agency, the agent may not conduct mortgage representation activities for any real estate transactions in which they are directly involved as an agent, principal or in any other way. Further, they shall not perform mortgage activities on any transaction in which they have a financial interest in. In addition, agent may not engage the services of a mortgage lender with a familial relationship to the agent on any transactions the agent is involved in or has a financial interest in. If the agent conducts real estate appraisal activities pursuant to a license from any state agency, agent may not conduct real estate appraisal activities for any real estate transactions in which they are directly involved. Further, they shall not perform appraisal activities on any transaction in which they have a financial interest in.

- Agents shall not recommend third-party services with a familial relationship to the agent in any transactions the agent is directly involved in or has a financial interest in.
- Agents shall not enroll or participate in auction websites without state broker(s) and company approval.

Commissions and Other Fees from Customer/ Clients

The agent's commission shall be made payable to Genstone Realty or entity on file with the state department of licensing and the current W-9 on file with the company. The name on file with the department and the name on the W-9 must match in order for payment to be rendered by company to agent. If the agent elects to be paid as a PA or PLLC, LLC or Corporation/Company name, as allowed by applicable state and federal law, agent must amend his/her W-9 to reflect the proper name and tax identification number of the entity and advise company of the same within 30 days. All commissions must be payable to the company including but not limited to retainers, rental commissions, administrative fees, document storage fees, broker price opinions (BPO), and any additional fees charged to the consumer by the agent. At no time, shall the agent accept customer/client checks made payable to themselves directly. All commissions and fees are subject to the company commission splits.

Any agreement to share commissions between agents within the company shall be done so in writing. Allagreements shall be uploaded and stored in DotLoop. In the absence of a written agreement between agents, the company shall pay the entire agent share of the commission to the agent(s) whose name(s) appear on the transactional document between the principals (to be divided equally between those agents if more than one and not otherwise specified.)

The company will make the final determination regarding commission disputes between agents licensed with company.

Any sales incentive, gift, and/or bonus received shall be paid to Genstone Realty. Genstone treats bonuses, gifts and incentives as any other commissions and will pay the agent based on the agent's current split.

Actions for Unpaid Commissions or Procuring Cause Claims

A decision to proceed with legal action, mediation or arbitration against a party owing a commission to the company will be made solely at the discretion of the company. The company shall not have any monetary obligations to the agent or any other party, resulting from brokerage fees and/or commissions that are uncollected. Agents may obtain independent counsel as desired to pursue and/or defend their position during mediation or arbitration.

Company shall not supply counsel to pursue these items. Should the agent be named in a mediation or arbitration as the respondent, the company reserves the right to require the total amount of the disputed commission is held by the company until the mediation or arbitration results are received. Should the company and the agent not prevail, the agent agrees to pay all commissions amounts immediately to company. An agent does not have the authority to reduce, defer or replace any portion of the company's splits or fees without the written consent of the state broker(s) or the company.

Compliance

Initials

This policy manual is designed to address Genstone's national policies and procedures applicable to all agents in all states in which the company does business. While it remains difficult to address all the various nuances of state and local requirements in this manual, particularly the responsibilities of agents to principals and the public, it is an agent's obligation to be fully familiar with and fully comply with state and local laws pertaining to providing of real

estate services. The company offers additional state addenda where applicable, to address many, but not all, state and local requirements. The state addendum, if applicable, may supersede policies and procedures set within.

Executed Real Estate Transactions Legal Documentation

The state broker(s) maintains supervisory responsibility by law and must comply with the State licensing guidelines. All purchase and sale agreements, listings, referrals and any other transactional documents must be uploaded into DotLoop within two (2) business days of execution. Please refer to the transaction checklists provided for each state.

Agents are expected to transact ALL real estate business through the company. Transactions that are processed outside of the company shall be grounds for immediate termination. Late paperwork submissions, completing and uploading documents file(s) outside company timelines is a violation of company policy and subject to an escalating fine and/or removal from the company at the discretion of the company as outlined below:

Initials

- A fine of $150 shall be assessed for documents uploaded later than 10 calendar days after execution.
- Any files with documents uploaded after 15 days of escrow closing are subject to a fee totaling 25% of the gross commission.
- Any files with documents uploaded after 30 days of escrow closing are subject to a fee totaling 50% of the gross commission.
- Any files with documents uploaded after 60 days of escrow closing shall have the entire gross commission forfeited.

Any files that did not close and reached termination through expiration, cancellation, withdrawal or anything of the type that are not closed out in DotLoop with all state broker required documentation will result in commissions being held on any new closings until the old files are cleared up. Late fees as outlined above still apply.

Any investigation and discovery made by the state broker(s) for compliance with laws because of agent negligence will be reason for an additional charge by company at company's sole discretion. Files uploaded at any time other than outlined above is not acceptable and will result in either a delay of commission processing or a fine, or both.

Listing Procedures

In accord with the Realtor Code of Ethics, Genstone urges the exclusive listing of property, unless it is contrary to the best interests of the owner. Net listings are not accepted as such would be a violation of ethical standards. A net listing is one in which the owner agrees to let the agent keep any sale proceeds over a "net" price the owner wants for the property.

Licensee must immediately release a listing or refuse to take a listing if seller requests discriminatory behavior of licensee or fails to abide by Fair Housing requirements and regulations. Licensee must report this to Broker immediately.

All offers must be presented to seller in a fair manner. Licensee must present complete offers to seller including buyer applications, pre-approvals/pre-qualifications, proof of funds, and any other documentation that may aid and better the customer/client's offer to seller.

Listing Compensation

Broker commissions are fully negotiable and should be determined based on the agreement between the listing agent and the client. There are no fixed minimums. Any recommendations must clarify that all commission amounts are subject to negotiation and are not set by law or company policy.

Transparency In Compensation

To promote clarity and informed decision-making, agents must ensure that all clients receive a detailed explanation of agent compensation, including how and when it is paid. This information must be included in the buyer representation agreement or listing agreement and communicated in plain language. Transparency is critical to maintaining client trust and complying with industry regulations.

These updates are mandatory and supersede any previously published policies that conflict with the current settlement requirements. All agents are required to adhere to these changes immediately. For any clarification, contact your Managing Broker.

Buyer Agency

Agents must establish a written agreement with a buyer before showing any properties. This agreement must clearly outline the buyer broker's compensation and must be signed prior to the first home tour.

Agents are also required to ask potential buyers if they are currently working with another licensee and whether this relationship is formal (contractual) or informal. If a formal agreement exists, the agent must refrain from further engagement unless explicitly released in writing by the existing broker.

Wire Fraud/Wiring Instructions

Learn your title company's process for wiring funds. Many companies have policies against emailing wiring instructions. Ask your closing agent for a list of approved contacts and wiring instructions at the beginning of your transaction. Keep them handy to use as a reference.

Advertising & Marketing

Listing & Property-Related Advertising | **Online & Print Advertising**

All advertising must be reviewed and approved by the company in advance. Agents are permitted to use any of the provided marketing templates made available through the Resource Library and BoldTrail .

The agent is responsible for ensuring that all ads are HUD and RESPA compliant and comply with all other state, local and federal legal requirements and with the rules of the MLS or Boards, as applicable.

General (non-property related) Advertising

The company's agents and brokers may, from time-to-time, desire to run general advertising campaigns to induce consumers to engage their services or attract talent to their organization or team. The company reserves the right to require any agent or broker to provide a copy of a proposed ad for company review prior to publication and also reserves the right to compel any agent or broker to remove an advertisement if the company determines, in its sole discretion, that an advertisement is false, misleading, in poor taste, against the company standards and guidelines, or reflects poorly on the company or its agents, brokers or staff. The company does not assume any responsibility for, nor does it warrant the accuracy, completeness or quality of the information provided. Any general

advertisement must contain the following disclaimer:

> *"The statements and opinions contained in this advertisement are solely those of the individual author and do not necessarily reflect the positions or opinions of Genstone, LLC, or its subsidiaries or affiliates (the "Company")."*

Signage

1. No signs will be placed in front of a listing until the company has the executed listing agreement.
2. Signs must comply with all local, state and federal requirements.
3. Signs used must be an approved sign design or one that has been expressly approved in writing by the company.
4. Custom sign designs need to be submitted to and approved by Genstone marketing (marketing@GenstoneRealty.com) and by the state broker(s) for state requirements.
5. Agent may only use approved sign riders, directional, sold and others signs as needed to support the listing as well as the business of the agent and the company.
6. Most MLSs prohibit putting up a "For Sale" sign before entering the listing in the MLS, thus the agent will comply with their applicable MLS guidelines.
7. A listing must be reported when it is taken and when it is sold within certain limitations.
8. Agents must follow the MLS rules and comply. Any fine due to the violation will be paid by the agent and not the state broker(s) or company.

Company Name and Logo

1. Agents must read and comply with the Genstone's brand guidelines located in the Resource Library.
2. Use of the company logo and name are considered advertising and must be approved in advance. Please send to info@GenstoneRealty.com for approval.
3. Agents may only use approved and provided versions of the company name(s) "Genstone" or "Genstone Realty" in Social Media or Other Online Venues when required.
4. Use of the Genstone domain name, Facebook page, LinkedIn page, Twitter handle or other social media is prohibited and must be approved by the company in advance or risk being required to be removed from the respective places online and or turned over to the company for additional consideration.
5. Team names must not include names whereby the consumer believes the team to be a private company: Company, LLC, Corporation, Realty, etc.

Websites

Websites must prominently display above the fold company branding. Agent-created real estate websites, including real estate related blogs, must contain a link back to http://www.GenstoneRealty.com with the anchor text being "Genstone Realty" or hyperlinked to the company logo. Examples featuring coding to hide the company links from the search engines is strictly prohibited.

Domain Names

Names used in real estate or relating to the company's business may not use any version of the trademark(s) "Genstone" or "Genstone Realty" in the domain name. Genstone Realty has gone to great lengths to create, brand, protect, and maintain the brand for everyone's benefit.

Business Cards

Agents seeking to utilize designs outside of the pre-approved templates should submit their design to Genstone at marketing@GenstoneRealty.com for permission of such usage beyond those provided by the company. Unless

otherwise approved, agent(s) will use a company-approved design. Business cards should include the following identifying information:

Genstone Realty® (logo)	Company provided email address (jdow@GenstoneRealty.com)
Agent's Name (as licensed)	Social Media Accounts – LinkedIn, Facebook, Instagram and/or Twitter
Agent's Title	Company Website or Agent's Careers Site
Agent's Direct Phone Number	Personal Business Website or Blog

Agents are prohibited from using "Genstone" or "Genstone Realty" in their URL without written consent by the company.

Initials

Agents are prohibited from using titles that may suggest or misrepresent the use of a title that would reasonably lead someone to believe that the agent is an employee of Genstone or representing himself as an employee of Genstone. Titles may include any of the following, where applicable by state law or NAR:

REALTOR®	Buyer's Agent
Real Estate Professional	Listing Agent
Team Leader	

Title may also list a professional designation as recognized by the National Association of REALTORS:

GRI, CDPE, CRS, ABR, CCIM, etc.

Legal, Insurance and Law Compliance

Antitrust

Commission rates of the company are based on the value of the services provided and competitive market conditions. Commission rates are determined solely by agreement with the listing party. Agents shall not participate in any discussions with individuals affiliated with any other company concerning the commission rates charged by the company or any other real estate company. When soliciting a listing or negotiating any agreement, agents shall not make any reference to a “prevailing” or “standard” commission rates in the market or any other words that suggest that the commission rates are uniform, standard or non-negotiable.

Conflicts of Interest

Agents shall avoid engaging in activities that would result in a question of business ethics or a compromise in the agent’s loyalty to the company or customer/clients. Questions regarding potential conflicts must be directed to state broker(s) or company leadership. When purchasing a company listing it must be disclosed, in the contract, that the associate is a member of Genstone. Additionally, no associate shall be involved in any form of settlement service or receive income or benefits “for value” directly from a settlement service company while actively licensed with the company.

Data Security and Customer/ Client Privacy

Agent will come in contact with personal and confidential information in the day-to-day course of their business. All agents of the company are expected to become familiar with and follow a course of action with all personal and confidential interest that is in alignment with all local, state and federal laws regarding data security and customer/client privacy. Please review the National Association of Realtor® Data Security and Privacy Toolkit found here. If an agent fails to secure their customer/client's data and confidential information, agent will defend, indemnify and hold the company, and its principals and affiliates harmless against any and all claims, complaints or actions that may arise from such a departure. In addition, failure to comply with this policy is grounds for the immediate release of agent’s license and removal from the company.

Do Not Call Rules

Agents are required to remain up to date on rules relating to the National Do Not Call Registry. Cold calling must be done in compliance with applicable state and national laws. Any fines that result from any violation of the "do not call" law or any other solicitation will be paid for by the agent who broke the said rule.

Drones

Agents who desire to use drones in their company business agree they shall become familiar with and follow all NAR Guidelines and Federal Aviation Administration (FAA) small drone rules.

Drug and Alcohol Use

Drug and alcohol use is strictly prohibited while engaged in real estate brokerage services. Accordingly, agents are prohibited from possessing, selling, consuming alcohol or drugs; smelling of alcohol or being under any influence of any drug (except as authorized by a physician) or engaging in the consumption of alcohol while they are engaged in real estate brokerage services and any work for company. Failure to comply with these guidelines will result in immediate termination from the company.

Agents should also discourage the use of drugs or alcohol by any party during a transaction. Upon discovering that a party is under the influence of either drugs or alcohol, agent should take appropriate action to terminate that day's activity and suggest that they discuss or complete the transaction another time.

Errors & Omissions Insurance

All real estate transactions are covered by Genstone's errors and omissions policy which has a limit of $1MM. Genstone also carries a general liability policy. Genstone will cover licensee premiums for a minimum of 1 year and will be individually billed to the agents monthly.
Claims or expenses to the policy due to licensee conduct will result in an assessment to licensee.

Agent is aware and understands all dual agency transactions must contain a fully executed consent for dual/limited representation form, completed prior to purchase/sale contract execution, to preserve the right to errors and omissions insurance coverage on the file. Agent is aware that if they fail to obtain such written consent, the file may be excluded from coverage and agent shall be responsible for the full amount of the damages, attorneys' fees,and costs incurred by and/or recovered against Company.

Non- Solicitation

The Agent agrees not to solicit, recruit, employ, or entice (either for him/herself or another) Company partners, affiliates, salespersons, agents and/or employees to leave Company during the agent's association with Company. This obligation shall continue for a period of two years after the termination of association of agent with Company.

Reporting Problems

It is understood that agents, though operating as independent contractors, act as agents of the company and must, therefore, keep the company informed of their activities. Agents shall immediately bring any of the following situations to their state broker's attention and shall immediately provide the company with copies of any correspondence or legal process in connection with such situations. Failure to timely notify the state broker(s) and the company shall result in termination from the company.

- Any substantive complaint involving a real estate transaction or the providing of real estate brokerage services, whether brought by a customer/client, the state real estate licensing authority or a third party.
- Any disclosure, or potential disclosure, of confidential customer/client information
- Any accident or injury that occurs while providing real estate brokerage services.
- Any criminal charge against an agent other than a traffic infraction.
- Any civil suit, subpoena, or other legal document concerning real estate activity of agent.

- Any contact by or with the state real estate licensing authority.
- Any threat of any legal or administrative action against agent or Company resulting from agent's real estate brokerage services.
- Any act of discrimination.
- Unresolved dispute with another agent or a real estate professional affiliated with another brokerage firm.
- Any foreseeable dispute or problem relating to the payment or collection of a commission.
- Any other situation involving professional real estate activity that could lead to liability on the part of the company, or anyone associated with the company.
- Any notification received from the state real estate licensing authority regarding the status of agent's real estate license.

Office Policies

Agent Business Expenses

Company shall not be responsible for any expense incurred by agent in the performance of their business duties unless approved in advance and in writing by the state broker(s). No inducements, including inspections or other services associated with real estate brokerage services customarily paid by customers or customer/clients, shall be offered or paid by agent without advance approval by the state broker(s), and then shall be at agent's sole expense. Agents shall not charge any undisclosed commission or profit on expenditures made for their principals.

Assistants - Unlicensed

The company fully supports the use of licensed and unlicensed assistants by the agents. By delegating tasks that may be performed by those other than the agent, the agent's time can be spent more efficiently on tasks directly related to maximizing earning potential. The company advises all agents using assistants to seek legal counsel regarding employment laws and obligations within their state.

Agents must have a written contract with their assistants. Said contract must be submitted to the state broker(s) within 10 working days of joining the company or entering into an agreement for these services. Copies of the contract are to be filed in the agent's personnel file.

Agents are responsible for training assistants, making sure they are familiar with and abide by all office policies and procedures and are familiar with and abide by all state regulations. The agent must go over the policy and procedures manual with the assistant and have the assistant sign a form acknowledging that they have read and are familiar with the manual.

Unlicensed Assistants are prohibited from conducting services of real estate that require licensing based on the rules and laws of the governing body with an agent's state where the activities are being practiced. However, the following is a good rule of thumb for activities that are generally permissible by an Unlicensed Assistant:

- Answer the phone and forward calls.
- Submit listings and changes to any multiple listing service.
- Follow up on loan commitments after a contract has been negotiated and generally secure status reports on the loan progress.
- Assemble documents for closing.
- Secure documents (public information) from courthouse, utility district, etc.
- Have keys made for company listings.

- Write ads for approval of licensee and supervision broker, and place advertising (newspaper ads, etc.); prepare flyers and promotional information for approval by licensee and supervising broker.
- Receive, record and deposit earnest money, security deposits, and advance rents.
- Type contract forms for approval by licensee and supervising broker.
- Monitor licenses and personnel files.
- Compute commission checks.
- Place signs on property.
- Order items of repair as directed by the licensee.
- Prepare flyers and promotional information for approval by licensee and supervising broker.
- Act as a courier service to deliver documents.
- Place routine telephone calls on late rent payments.
- Schedule appointments for licensee to show listed property.
- Be at an open house for: a) security purposes b) hand out materials (brochures).
- Answer questions concerning a listing from which the answer must be obtained from licensed employer-approved printed information and is objective in nature (not subjective comments).
- Gather information for a CMA.
- Gather information for an appraisal.
- Hand out objective, written information on a listing or rental. The broker shall foster the education.

Assistants – Licensed

Licensed Assistants are bound by the same licensing requirements as an agent including, but not limited to, executing an ICA and fully associating themselves with the company. They shall pay all fees associated with and follow all policies and procedures of the company. Licensed assistants may only assist other company agents and may not work for or with any agents outside of the company. Any licensed assistants or transaction coordinators must have their license affiliated with company.

Associations and Board Memberships

All agents of the company must maintain a current membership with the National Association of Realtors® and any required state and local boards and associations. Any state that requires the company to pay the agent's portion of the dues will be handled accordingly. The agent portion of these dues will be billed back to the agent immediately and the agent will reimburse the company within 10 days of billing. Agents who fail to reimburse the company will be subject to removal from the company.

Agents who are billed directly by the Association and MLS are expected to pay those bills in a timely manner as directed by the Association and MLS. The company will not pay late dues on behalf of the agent and the agent will be subject to removal from the company.

Contacting the State Broker(s)

Each state has a different principal and/or local managing broker(s) operating in that state, and as a result, please review any state specifics regarding broker communication. Each administrative state broker(s) will make themselves available inside for general communication and discussions. If an agent(s) has a specific urgent need for the state broker(s) to address outside of business hours, please call or email the state broker(s) directly.

Teams

A Team is defined as a lead agent "team leader" and at least one licensed agent working as a team member "team member." Team commission agreements are to be made based on mutually agreed upon terms between the team leader and the team member(s). These agreements should be in writing and carefully considered to ensure compliance with all federal, state and local law as well as company policy. Team commission agreements must be on file with the company's onboarding department. Genstone will not intervene in any disputes between team members and team leaders.

Team Commission Distribution

GCI shall be first divided between the Team Leader and the Team Member based on the percentages agreed to between the Team Leader and Team Member. From there, each agent's commission split will be divided into 80% going to the agent and 20% going to Genstone, less any applicable transaction fees.

A Team Agreement, executed by the Team Leader(s) and Team Member(s) must be on-file with Genstone Realty in order for "Team Member" Exhibit A agreements to be eligible and enforced.

Broker Price Opinions (BPO)

BPO requirements may vary from state-to-state (under state or local requirements) and thus fall under one of the following areas:

Unlimited authority – There are no limitations on real estate brokers and salespersons performing price and/or valuation analyses, including non-federally related transactions. Performing appraisals for compensation is strictly prohibited by the company.

Broad authority – Real estate brokers and salespeople may perform broker's price opinions, competitive market analysis, etc. as part of the listing process and for other purposes. The broker or salesperson may, or may not, be permitted to charge a fee for their services. If a fee is charged, the amount collected will be submitted to Genstone to be processed.

Limited authority – A real estate broker or salesperson may only perform a broker's price opinion, competitive market analysis, etc. as part of the real estate listing process. In some cases, brokers and sales people are prohibited from charging a fee or receiving any form of compensation.

Policy & Procedures, Omissions/Changes and Updates

Any items or procedural issues not covered in the manual are subject to state broker(s) and company approval. Any items not covered, and decisions rendered are final and are to be made at the sole discretion of the company.

From time to time, policy changes and/or additions are made to improve both the agent and/or consumer's experience. For the most updated, relevant Agent Policy Manual, please refer to the Resource Library accessible via BoldTrail or by following the link provided. Genstone reserves the right to make updates to its policies and procedures. When/if updates are made, they will be communicated company wide and made available through the

Initials

Resource Library. Agent shall have 10 days from notice to review changes and seek clarification. At the completion of the seven days, the changes will be deemed accepted.

www.Genstonerealty.com/theresourcelibrary/agentpolicymanual

Record Retention and Destruction

The Record Retention and Destruction Policy are applicable to all records generated in the course of Genstone operation, including original documents, reproductions, and electronic documents.

Federal and state laws require the Company to maintain certain types of records for particular periods. Failure to maintain such records could subject you and the Company to penalties and fines, obstruct justice, spoil legal evidence, and/or seriously harm the Company's position in litigation.

Commission Checks

All commission checks due to licensee will be promptly paid by the Broker, no later than two days of receipt so long as the transaction file is available to the Broker and has met the state and local compliance standards. Commission checks will be promptly paid to the licensee after the transaction file is complete and meets the regulatory standards.

Licensee Confidentiality

Genstone may provide the licensee with proprietary tools and information. Licensee agrees to keep that information concerning Genstone strategies, tools, website, marketing resources, customer/clients, training materials, and developmental programs confidential at all times.

Termination

Upon termination of the agent's affiliation with the company, any pending escrows shall be closed by the company and compensation, minus company splits, fees/expenses shall be deducted from agent's commission as articulated in the Exhibit A. Agent will lose access to all company tools, emails, files, and company provided third party sites.

Any current listings are to be forwarded to the transferred brokerage in a reasonable time if the agent leaves in good standing, pays all outstanding fees in full, and the customer/client(s) executes necessary paperwork to transfer the files to the new brokerage. Agent shall forfeit all proceeds and listings if a replacement brokerage is not established within three business day of termination, or if he/she leaves the business.

Listings and pending transaction files shall be released at the sole discretion of company. As used herein, "good standing" means that the agent is not in breach of any term, covenant, condition, obligation or duty set forth in the Independent Contractor Agreement, has no pending legal claims or disputes, and his/her license with the state department of licensing has not been restricted, suspended or revoked. Genstone reserves the right to withhold commissions and assign another agent(s) to close out any pending transactions.

Agent's Independent Contractor Agreement shall also immediately, and automatically terminate, without prior notice, if for any reason, agent breaches his or her obligations hereunder, or if agent's license expires, is restricted, suspended or is revoked. In the event, agent leaves the company their termination date will be determined by the date the notice was given by either party as referenced in the Independent Contractor Agreement. Agent billing shall

continue unless written notice to off-board was delivered to company by agent or agent was terminated by the company. Any prepaid fees, dues or other billable items are non-refundable.

Acknowledgement & Agreement

Licensee acknowledges receipt and has read the Agent Policy Manual. For clarification or further definition of any policy within this manual licensee must consult with Managing Broker prior to acknowledging and agreeing to the contents.

Date: _____

Licensee Signature: _____

_____
Printed Name