



CINCH
TRANSACTION SERVICES

Basic Policy & Procedures



Communication

My preferred method of communication is email. I am open to other forms as needed. All emails received during business hours will be responded to the same day.



Hours Of Operation

Monday through Friday 9AM - 5PM EST. Weekends on a case by case basis with a fee to be determined ahead of time.



Transaction fees

Contract to Post Close \$400/transaction input listing. \$150 due once MLS listing is live. Dual Sides Transaction \$800.00
**Request Fee Schedule for more services.*



Billing and Payment

Agent agrees to pay us directly within 3 working days of closing. If the fee is not paid via DA / PAC at closing, Invoices will be sent Via email



Contracting Team

On occasion I may utilize the services of a subcontractor. Under these circumstances their work will be overseen by me personally to ensure quality and compliance.



Confidentiality

Your confidentiality and privacy is the utmost importance to me. No information will be divulged third parties (excluding subcontractors used by Clinch Transaction Services LLC) About Your Business.



For us to begin working on your files, we'll need the following items!



Fully Executed Contract and Disclosures



Lender name, phone, & email



List of all documents needed for compliance (Unless this has already been established)



Title and Escrow contact name, email, and phone



Is the agent representing the buyer or seller?



Checklist items for compliance



Client name, phone, & email



Log in for compliance software



Transaction coordinator tasks

This is a list of common tasks that I will complete for you



What is a transaction coordinator responsible for?

A transaction coordinator's goal is to handle contracts and disclosures. They are responsible for ensuring that all documents are completed in the proper time frame.

Cinch Transaction Services LLC processes and tasks defined...

- When an EXECUTED contract is received Agent will email the document to Clinch Transaction Services LLC.
- Once Clinch Transaction Services LLC receives the EXECUTED contract the following tasks will be conducted:
 - Review the EXECUTED contract within 24 hours to ensure all initials, signatures and dates have been captured
 - Check to ensure that the exhibits are labeled is labeled properly in the EXECUTED contract
 - Check for Earnest Money Deposit
 - Check for Title Company details
 - Check and review various other timeframes as it corresponds to the Agent's state and compliance needs
 - Ensure necessary addendums and disclosures are attached and updated with initials, signatures, and dates
 - Create or update transaction in Agent's compliance system
- Create and send a 'Welcome and Congratulations' email that introduces Cinch Transaction Services LLC to the client, outlines important dates and updates. This email is a courtesy and has a disclaimer that refers the client to the EXECUTED contract which is attached to the email.



01

Cinch Transaction Services LLC will monitor the progress of the client submitting Earnest Money Deposit and will send out a reminder email to the client (if necessary). However, it is the Agent's SOLE responsibility to ensure that the client understands the URGENCY of submitting these deposits on time.

02

Per the Agent's request, Cinch Transaction Services LLC can schedule the inspection. Once inspection has been scheduled by Cinch Transaction Services LLC or the agent a courtesy email from Cinch Transaction Services LLC will go out to the client with appointment details

03

Cinch Transaction Services LLC will ensure all necessary documents are sent to the client, monitor to ensure documents are signed in a timely manner based on the Agent's compliance checklist. Any documents needed or wanted by the Agent to be in the client's file will need to be communicated to Cinch Transaction Services LLC in a timely manner.

04

Email Cinch Transaction Services LLC all documents that are associated with a file that needs to be completed or that are part of the transaction. Anything that the Agent Receives during the process can also be emailed to Cinch Transaction Services LLC – if the agent requires assistance from Cinch Transaction Services LLC for these documents the Agent must express what assistance is needed via email.

05

If any addendums/amendments are needed, Cinch Transaction Services LLC will send a request to the Agent to review the document and possibly confirm the recipients of the document prior to sending out for signatures. Agent must provide required documents no later than 48hrs prior to Active date

06

Listings that are entered, Cinch Transaction Services LLC will complete the listing to the best of their ability with the information that provided. Cinch Transaction Services LLC does not complete the description of the property, this is the responsibility of the Agent. When the listing is live and is ready to be previewed Cinch Transaction Services LLC will let the Agent know via email which will have a link to review the MLS listing.

- Once the Listing goes LIVE, the Agent's responsibility to inform Cinch Transaction Services LLC if any modification are needed. (Only 2 revisions are allowed)



Cinch Transaction Services

01

Any negotiations especially in regards to repairs for an Amendment to Contract is the responsibility of the Agent. If the Agent informs Cinch Transaction Services LLC to monitor the signing process and then submit to Seller's Agent and other parties that will need to be expressed via email to Cinch Transaction Services LLC. If these tasks are not conveyed to Cinch Transaction Services LLC in an email it will be the Agent's responsibility to handle this Amendment up to completion.

02

Cinch Transaction Services LLC aims to submit client's file to the Agent's compliance team 1-week prior to closing. This is always the goal, however, if there are any issues causing delays Cinch Transaction Services LLC will communicate with the Agent in order to have the file to compliance no later than 3 days prior to closing.

- If the file is denied by the compliance team or comes back with notes Cinch Transaction Services LLC will review and handles as needed. If there is something where Cinch Transaction Services LLC will need further assistance with we will reach out to the Agent ASAP.

03

Once file is compliant, Cinch Transaction Services LLC will continue to monitor the status up to closing

04

Cinch Transaction Services will provide weekly and or bi-weekly communication with the lender and to ensure a 'Clear to Close' is Received

05

It is the Agent's responsibility to communicate with Cinch Transaction Service LLC if there are other documents needed outside of the compliance checklist in a timely manner.



Cinch Transaction Services

01

Once a Listing goes LIVE and the file has been approved by compliance will bill the Agent for providing Listing services

- If the Agent would like Cinch Transaction Services LLC Contract to handle the 'To Close' process it is the Agent's responsibility to have a conversation with the Cinch Transaction Services LLC regarding next steps and payment

02

Once a contract has closed Cinch Transaction Services LLC will obtain whatever closing documents are needed per the checklist or per the Agent's direction. Agent must send over an email informing Cinch Transaction Services LLC of any further closing documents needed in an email and in a timely manner

- If there are further signatures needed for the file Cinch Transaction Services LLC will obtain them and place in file.
- Cinch Transaction Services LLC will send out an email asking client to provide a review. One (1) email asking for the review, one (1) email reminder to complete the review (if needed).

03

Cinch Transaction Services LLC will check in weekly regarding files via email and/or phone call (if needed).

04

Once Cinch Transaction Services LLC is informed by the Lender that the contract has been Cleared to Close' a 'Preparing for Your Closing and Walk Through' email will go out to the client.

05

Cinch Transaction Service LLC will send out Concierge email 2 weeks prior to closing unless Agent requests differently.