



# Getting Started with Cinch Transaction Services

- 1 Complete the agent onboarding questionnaire that will has been emailed to you.
- 2 Once your questionnaire is received. Cinch Transaction Services will enter all your passwords into our secure database.
- 3 Once you have completed both steps 1 & 2. You are now able to submit both listings and new contracts using our online form. **All agents are required to fill out this form at the beginning of each new contract.**
- 4 Once you have a new binding contract, fill out the Submit Transaction form as mentioned in the previous paragraph. We will begin working on your transaction checking for accuracy and completion by all parties, sending out introduction's emails and calendar notices and submitting your file to your brokerage.

New Contracts will be

## PROCESSED WITHIN 24HRS TURNAROUND

E-Signatures Request and Documents will be processed on the same day if received prior to 4:00 pm.

### New Contract Setup

- Agents are to complete an online order form with all pertinent information needed.
- The fully signed and binding P&S must be emailed or uploaded to the online form.
- The agent will convey additional items/docs already complete to eliminate duplication.

### Addenda & E-Signatures

#### Addendum Preparation:

- For assistance with the ATAC you **MUST** provide exact verbiage.
- For most other documents the TC can provide verbiage.

#### Electronic Signatures:

- Agents must discuss all documents with their clients in advance.

### Communication Standards

- Agent and TC will always reference the property's address.
- Agent and TC will never text, call, or email the phrase "**call me**". Enough information must be left for the recipient to **(1) take action** and **(2) close the loop** or end the conversation.
- Agents are responsible for filling in the TC on any conversations that the TC was not part of.