



Partner Agent Network Terms and Conditions

701 Griswold Street, Detroit, MI 48226 ● [Rocket.com](https://www.Rocket.com)
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Contact Information

Business Address

Rocket Homes
701 Griswold Street
Detroit, MI 48226-1906
(800) 494-1855

Find Us Online

Web: <https://www.rockethomes.com/>

Client Central: <https://clientcentral.inhouserealty.com>

Facebook: <https://www.Facebook.com/rockethomes>

X (formerly known as Twitter): <https://twitter.com/rockethomes>

LinkedIn: <https://www.linkedin.com/company/rockethomes/mycompany/>

License Information

Rocket Homes Real Estate, LLC; Michigan License: #6505346028 Tax ID: 51-0415135

Need Assistance?

If you have any questions about a **Rocket Homes referral** or need any assistance from Rocket Homes, please reach out to us at:

Help@RocketHomes.com

or

(800) 920-6488

Accounts Receivable Information

Referral Fee Checks and Closing Disclosure Statements

REMITTANCE ADDRESS

Rocket Homes Real Estate LLC
Attn: Closing Team
28422 Network Place
Chicago, IL 60673-1284
(800) 610-7488 (Fax)

OVERNIGHT/COURIER ADDRESS

JPMorgan Chase
Attn: Rocket Homes LLC Lockbox # 28422
131 S Dearborn, 6th Floor Chicago, IL 60603

All About Rocket Homes

Who We Are

Rocket Homes Real Estate LLC, or Rocket Homes for short, is a Detroit-based real estate company with a passion for simplifying real estate. Our mission is to create a seamless home buying and selling experience by combining the process of searching for homes, working with trusted real estate advisors, and getting a mortgage. Rocket Homes also operates two online properties – Rocket.com/homes and ForSaleByOwner.com, providing our clients with tools and resources to aid them in buying and selling homes.

Since 2006, we have worked together with our Partner Agent Network of top-rated Agents to help over one million clients buy or sell a home.

Why Our Referrals Are Better

We give you more than just a name and number. Our high-quality referrals perform beyond the industry norm and come with unique benefits:

1. Mortgage approved¹
2. Confirmed contact information.
3. Exclusive to you
4. No upfront fees
5. A Rocket Homes Support Team to assist with clients.

¹See [“Special Referral Designations, Non-Approved Clients”](#) for exceptions.

The Rocket Homes Team

You will be collaborating closely with a team of dedicated professionals at Rocket Homes. Our team members work to ensure that our clients have a great experience, and that our Partner Agents have all the support they need.

Licensed Home Advisors

The Licensed Home Advisor (LHA) is the primary point of contact for our clients and Partner Agents. Once our LHAs receive a referral from Rocket Mortgage or one of our online properties, they gather additional information and pass it on to you, our broker or main contact. Then our LHAs check in throughout the home buying or selling process to ensure our mutual client is satisfied from start to finish.

Account Directors

The Account Director (AD) team manages the overall day-to-day performance, metrics, and territory coverage of the Partner Network, collaborating primarily with brokers and main contacts. They work to ensure that our brokerage partners understand and are compliant with the Terms and Conditions of accepting our referrals.

Escalation Specialist

The Escalation Specialist is dedicated to creating a seamless experience for everyone involved, while addressing any questions or concerns during the home buying and selling process.

Client Central: Your Portal for Working with Rocket Homes

Client Central is our online web portal to help our network receive and manage referrals. It is used to facilitate communication, electronically sign agreements, and provide referral information over a secure network. Below are the details and requirements for using Client Central.

Who Needs a Client Central Account and Why

We will notify you when Referrals are available in your area. If you wish to accept a Referral, we will present you a Client Profile Referral Agreement (CPRA) inside of the Portal and provide you with the opportunity to electronically accept or decline the Referral. By accepting a Referral, you acknowledge and agree (on behalf of yourself, your brokerage, and your Agents) that your receipt of a Referral and their information is governed by these Terms & Conditions and any other terms printed on the CPRA.

Brokers, Main Contacts, and Partner Agents use Client Central to complete the following actions:

1. Accept referrals
2. Assign Partner Agents
3. Reassign clients
4. Add Partner Agents
5. Update coverage areas
6. Set out-of-office notifications to manage lead allocation
7. Update Partner Agent/brokerage statuses
8. Update referral statuses
9. Send non-approved clients to Rocket Mortgage to get approved for a mortgage

Keeping Your Profile Current

Each Client Central user is responsible for keeping the following information updated in their profile:

1. Coverage area: the full coverage area of each Partner Agent shall be displayed in their profile.
2. Contact information: accurate contact information, such as email address, office number and cell phone number shall remain updated. *Please note: The main contact's information is the primary link to Rocket Homes. If it is incorrect, it can prevent your brokerage from receiving referrals.*
3. License information: Broker and agent license numbers and expiration dates are required in Client Central.

If you are a Broker and have a Partner Agent in an ineligible status, please call our Account Director team at (800) 549-6122 to restore eligibility. **A new Partner Agent profile should not be created.**

Client Central/Agent Updates

One of the most critical responsibilities for Partner Agents who accept our referrals includes providing regular and timely updates about our mutual clients' real estate activity. All Partner Agents must provide updates on their clients through Client Central. A lack of timely updates about significant events during a client's home journey may inhibit further referrals. Our teams read and act on the updates provided in Client Central.

Rocket.com and Client Central do not support synchronization of client updates with any other systems. All client updates must be made within Client Central.

Key Events/Milestones to Remember

Topic	Expectation
Respond to Initial Referral	60 minutes
Initial Attempt to Reach Referral	60 minutes
Agent Update- 1st Attempt	60 minutes
Successful Initial Contact with Referral	End of business day
Significant Events	End of business day
Client Journey w/ no Significant Event	1st & 15th of month
Closing Documentation	Within 2 days
Referral Fee Payment	5 days

Definition Of a Significant Event

Partner Agents must provide updates in Client Central for any of the following significant events:

1. Client made an offer on a property.
2. Client accepts/rejects an offer on a property.
3. Client closes on a property.
4. Client stops searching for a home or selling their property.
5. Client is having difficulty with financing.
6. Clients scheduled closing date.

Updates must be made on the same day of the occurrence of a significant event. If none of the above significant events happen, we require an update on each referral by the 1st and 15th of every month. If an update is provided within 10 days prior to the 1st or the 15th, the update will be considered on time, and the Partner Agent will not be required to provide an additional update at that time.

Overdue Significant Event Updates

Rocket Homes will notify the brokerage's main contact when a client update is overdue. If a broker, main contact/ delegate, or Partner Agent has not submitted a requested client update within 5 days after receiving an overdue notification, a Rocket Homes Account Director will contact the broker's main contact to determine the reason for the delinquency. If the broker or the broker's Partner Agents continue to be delinquent in providing client updates when due, Rocket Homes may place the brokerage (or agent) on probation and reduce the volume of referrals directed to the brokerage or terminate the relationship with the broker.

The Rocket Homes Partner Agent Network

The Rocket Homes Partner Agent Network is composed of brokers, real estate agents and various professionals who work in partnership with Rocket Homes to the highest level of service to our clients. Participation in the Partner Agent Network is by invitation only. Agencies or real estate agents who inquire about joining the Network may be placed on a waitlist.

Broker Eligibility

For a brokerage to receive client referrals from Rocket Homes, the broker must ensure that the following requirements are met:

1. Must be the Principal Broker* of the brokerage.
2. Must have an assigned main contact as the primary point of contact for the agency designated in Client Central.
3. Must be approved by a Rocket Homes Account Director or leader.
4. Must be in good standing with Rocket Homes, designated by the Agency being in an Active and Eligible status to receive referrals.

* The Broker who has been designated as the primary person having sole responsibility for the supervision and management of the Brokerage.

Partner Agent Eligibility

Main contacts representing eligible brokerages are responsible for selecting and training a team of Partner Agents to accept Rocket Homes client referrals. **Partner Agents assigned to the team must meet the following requirements:**

1. Must work for an eligible brokerage.
2. Must be a licensed, full-time agent with a minimum of 24 months of experience.
3. Must have a minimum of five closed transactions in the last 12 months (exceptions granted for low volume markets)
4. Must complete the Client Central agent profile.
5. Must be in good standing with Rocket Homes

Agents who do not meet all the requirements above must receive approval in writing from their Account Director before receiving referrals.

Agency Onboarding

The main contact is responsible for completing the Agency Onboarding in Client Central after receiving log in access. You will find “An Introduction to Client Central” in the Document Center under the My Dashboard tab In Client Central. This document will assist with completing the following:

1. Adding agent profiles
2. Set up all brokerage locations as individual offices and include the following information:
 - A. Legal name(s)
 - B. Address(es)
 - C. Accounting contact name and information
3. Enter a valid brokerage/broker license that is up-to-date and in good standing.

You may also reach us at Help@RocketHomes.com or by calling (800) 920-3788 for assistance.

Note: If the broker is not administering the office, then a separate individual must be assigned as the main contact of the brokerage and given authorization to perform administrative functions, including the ability to accept referrals from Rocket Homes.

Initial Agent Log In

Agents selected for the Partner Agent Network must have a profile in Client Central to be assigned referrals and to manage them. The main contact will add the agent profiles to Client Central and the agent will receive an email with their login information to complete the profile setup.

The agent profile will contain the information below:

1. Agent primary contact information: Provide your name, office, and cell phone number, as well as your email address.
2. Agent's preferred method of contact: Provide your preferred method of contact and Rocket Homes will attempt to leverage that method when possible. Supported methods are email and phone (office or cell).
3. Coverage area: List all coverage areas by city and county. *Partner Agents must enter at least one city/county in the Coverage Areas section of Client Central to be eligible for referrals.*
4. Years of experience: Provide the year you started in the real estate industry.
5. Designations: List all designations and certifications earned.
6. Languages: List all languages in which you are fluent.

How To Stay Eligible for Referrals

Partner Agents must always represent themselves, their Brokerage and the Rocket Homes brand in a professional manner. We encourage our Partner Agents to share success stories and positive comments about working with us through blogging, social networks, or other forms of online discussion. We discourage our Partner Agents from posting negative comments in public forums. Instead, we expect our partners will contact their Rocket Homes Account Director at (800) 920-3788 or Help@RocketHomes.com with any negative feedback or requests for help.

Rocket Homes expects our Partner Agents, brokers, and main contacts to provide high levels of client service when interacting with referred clients. To ensure these levels of client satisfaction are met, Partner Agents are expected to meet our performance standards as outlined in this document. Failure to adhere to these standards could result in the Partner Agent being moved to a suspended status and becoming ineligible to receive future

referrals from Rocket Homes.

Satisfaction Guarantee

As a participant in the Partner Agent Network, you acknowledge that total customer satisfaction is an integral part of participating in the Network. This means that it is important for you to keep Rocket Homes informed about the current status of all Referrals, quickly look into any cause of a client's dissatisfaction, and help us ensure the client is satisfied.

If the Client determines you are unable to provide the services they require and notifies you in writing that they wish to terminate your representation, then you shall notify Rocket Homes immediately.

Participating Agent Agrees

1. To take no more than 1 hour to attempt contact with the client once the brokerage has accepted and assigned the referral to the Partner Agent
2. To use multiple channels of communication to attempt to contact the client (text, phone, email) and to:
 - A. Provide an update in Client Central as soon as contact has been attempted or made (within 1 hour of receiving the referral)
 - B. Provide an update in Client Central once the Partner Agent has successfully made contact.
3. To make an introductory call to the client's lender.
4. To return all emails and phone calls from Rocket Homes team members within 24 hours
5. To uphold Rocket Homes [Referral Service Standards](#)
6. To turn off their lead flow when they are not available to assist new clients from Rocket Homes
7. That the referral is the property of Rocket Homes
8. **To uphold the following minimum performance expectations:**
 - A. Maintain an overall average client satisfaction rating of 4 out of 5 or higher
 - B. Enter an Agent Update in Client Central on the same business day of occurrence for each significant event in the client's home journey.
 - C. Be licensed and in good standing in all jurisdictions in which they engage in real estate brokerage activities.
 - D. Update Client Central to reflect when Partner Agents and main contacts are unavailable to accept referrals, i.e., weekends or holidays (Rocket Homes assigns referrals seven days a week)
9. To encourage clients to respond to Rocket Homes satisfaction surveys.
10. To update their Client Central agent profile, as necessary. Special attention should be paid to profile attributes that may change, such as:
 - A. Coverage area
 - B. License info
 - C. Designations and languages
11. To remain a full-time agent in the market that the client is requesting service.
12. To adhere to the [Broker/Relocation Director Eligibility Standards](#) if they are also an active broker in our Network.
13. To adhere to the [Main Contact Eligibility Standards](#) if they are also an active main contact in our Network.

Broker/Relocation Director Agrees

1. To always identify an active Main Contact in Client Central
2. To ensure all participating Agents abide by [Agent Eligibility](#) requirements.
3. To hold the Main Contact and Partner Agents fully accountable to Rocket Homes [Minimum](#)

Performance Expectations

4. To accept referrals from 9:00 a.m. to 9:00 p.m., 7 days a week
5. To make referral fee payments to Rocket Homes within 5 days of the closing date
6. To ensure Client Central Broker/Relocation Director and brokerage profiles are kept up to date. Special attention should be paid to profile attributes that change frequently such as:
 - A. Agent list
 - B. Current license information (individual and brokerage) for all coverage areas
 - C. Designations and languages
7. To uphold Rocket Homes [Referral Service Standards](#)
8. That the referral is the property of Rocket Homes
9. To ensure that Rocket Homes Terms and Conditions have been successfully acknowledged by the Main Contact and all Partner Agents wishing to receive Rocket Homes referrals.
10. To ensure new participating agents complete the onboarding requirements within 48 hours of joining the Rocket Homes Partner Agent Network
11. To notify us of referrals that cannot be assisted so that we can reassign them (we do not allow our Partner Agents to send referrals outside of their brokerage).
12. To adhere to the Main Contact Eligibility requirements if the Broker is also the Main Contact See [Main Contact Agrees](#) section.

Main Contact Agrees

1. To always identify a Main Contact in Client Central
2. To read all Rocket Homes communications and to formally relay important messages to all relevant parties in the brokerage, including but not limited to (when applicable) Agents, Brokers, Owners, and Relocation Directors.
3. To accept referrals from 9:00 a.m. to 9:00 p.m. in your time zone., 7 days a week
4. To accept Rocket Homes referrals within 1 hour and to have the Partner Agent contact the client within 1 hour of the client being accepted by the agency.
5. Partner Agent availability for lead flow will be maintained in Client Central
6. To ensure that Partner Agents are providing timely updates in Client Central on each client's [Significant Events](#)
7. To ensure the Rocket Homes Partner Agent team is comprised of the right agents who demonstrate an ongoing ability to close Rocket Homes referrals.
8. Client Central Main Contact and Partner Agent profiles will be kept up to date. Special attention should be paid to profile attributes that change frequently such as:
 - A. Active Partner Agents
 - B. Brokerage information
 - C. Current license information (individual and brokerage)
 - D. Designations and languages
9. To uphold Rocket Homes [Referral Service Standards](#)
10. That the referral is the property of Rocket Homes
11. To ensure that Rocket Homes Terms and Conditions have been successfully acknowledged by the Main Contact and all Partner Agents wishing to receive Rocket Homes referrals.
12. To manage, investigate and resolve feedback regarding Partner Agent performance and client experience.
13. To ensure new participating agents complete the onboarding requirements within 48 hours of joining the Rocket Homes Partner Agent Network.

14. To notify us of referrals that cannot be assisted so that we can reassign them (we do not allow our Partner Agents to send referrals outside of their brokerage).
15. Client Central will be updated to reflect when Partner Agents and Main Contacts are unavailable to accept referrals, i.e., weekends or holidays, since Rocket Homes assigns referrals 7 days a week.
16. To adhere to the Partner Agent eligibility requirements if also an active Partner Agent; see [Partner Agent Agrees](#) section.
17. To adhere to the Broker eligibility requirements if also an active broker; see [Broker Agrees](#) section.
18. To make referral fee payments to Rocket Homes within 5 days of the closing date.

Moving to a New Brokerage

If a Partner Agent moves to another brokerage, the Partner Agent, Broker, or Main Contact is required to notify Rocket Homes immediately.

In the specific cases below, the assigned brokerage is still obligated to pay Rocket Homes the transaction fee stated in the Client Profile and Referral Agreement (CPRA).

1. The Partner Agent stops working with the brokerage.
2. The Partner Agent convinces the referral to sign a listing or buyer representation agreement with another broker.
3. The Partner Agent assists the referral to purchase or sell a property through another broker.

Note: The transaction fee must be paid as if the Partner Agent were still working with the assigned brokerage.

Feedback And Audits

Feedback From Clients

Rocket Homes selects participating brokers to receive referrals based on the Broker's and Partner Agent's ability to provide quality service. If a referral has a complaint or concern about the service provided by a broker or a Partner Agent, Rocket Homes will address the issue with the Broker's Main Contact and recommend, if appropriate, a proposed resolution of the referral's complaint or concern. If a Partner Agent declines to promptly address the referral's complaint or concern, the Broker's Main Contact shall promptly assign the referral to another Partner Agent affiliated with the Broker. If a referral's complaint or concern is not promptly resolved, Rocket Homes reserves the right to assign the referral to another participating Broker.

Feedback From Lenders

Many of Rocket Homes referrals have an existing relationship with a lender. If a Lender representative has a concern about service provided to the client by Partner Agents, Rocket Homes will address the issue with the Broker or Main Contact and recommend, if appropriate, a proposed resolution to the representative's concern.

Rocket Homes Audit Rights

Rocket Homes reserves the right to conduct an audit to determine that all fees due and owed to Rocket Homes have been properly paid. The broker agrees to cooperate with Rocket Homes in the event of such audit by providing Rocket Homes (or its designated auditors) copies of any records necessary to complete the audit. The broker agrees to provide the requested documentation in the format requested by Rocket Homes (or its designated auditors). If the audit shows that a brokerage has not paid Rocket Homes the full amount due and owed Rocket Homes, the brokerage shall promptly pay Rocket Homes the amount of any underpayment with interest at the prime interest rate published in the Wall Street Journal as of the date of the audit report.

Privacy Policy Expectations

Security of Information

The broker shall use reasonable care to maintain administrative, physical, and technical safeguards to protect the security and integrity of all client data. The broker shall also protect the confidentiality of any information received from Rocket Homes or any referral in the same manner that it protects the confidentiality of its own proprietary and confidential information of like kind.

Limitations On Collection and Use of Information

The broker will limit the collection and use of client information to the minimum required to deliver services to their clients. The broker agrees that Rocket Homes can share your Agency's aggregate data and contact info with third parties like our partner companies and affiliates (contact Rocket Homes for a complete list of companies). You also agree that these parties can use your Agency's aggregate data and contact information for marketing and analytic purposes.

Limitations on Access to Information

Broker will endeavor to permit only authorized employees, and their Partner Agents, to have access to client and/or Rocket Homes proprietary information.

Limitations on Disclosure of Information

The broker will not reveal client information to any third party, unless broker has previously informed the client in disclosures or agreements, has been authorized by the client, or is required by law. Rocket Homes shall obtain from each Client permission for the broker to share all information concerning the transaction with Rocket Homes to enable us to work together to resolve any issues.

Removal Of Names from Marketing Lists

If a client decides to no longer work with the broker, the broker shall remove the client's name and information from any marketing lists.

Applicability To Subcontractors

Whenever the broker hires other organizations to provide support services, the broker will require them to conform to these or equivalent privacy standards.

All About Rocket Homes Referrals

Definition of Referral

A "referral" is defined as any client or co-client that is delivered to the brokerage partner and has indicated the need and desire for a specific real estate transaction within 24 months of the initial CPRA date. During this 24-month period, a referral fee is owed to Rocket Homes for all real estate transactions facilitated by the brokerage partner in which the referred client(s) participates, regardless of whether the client(s) was withdrawn from the agent or agency's pipeline. Rocket Homes reserves the right to rescind the referral at any time by terminating the CPRA.

How Referrals Are Distributed to Partner Agents/Brokerages

Rocket Homes monitors the number of active referrals that a Partner Agent and brokerage can work with at any given time and reserves the right to increase or decrease allocation to Partner Agents or agencies at any time, based on several factors such as, but not limited to:

1. Rocket Homes Account Director approved an agent team structure with more than one Partner Agent in place.
2. Partner's conversion percentages for Rocket Homes
3. Consistency of timely Client Central updates
4. Partner Agent client satisfaction scores
5. Client direction or preferences

Referral Service Standards

Rocket Homes has high expectations when receiving our client referrals. Below are the Referral Service Standards that Rocket Homes expects all Brokerages, Main Contacts, and Partner Agents to uphold and agree to.

Accepting And Educating the Client

Rocket Homes believes that every client deserves white-glove and attentive service. All our referrals that are in the brokerage's defined coverage area shall be accepted regardless of price point. We realize that at times there may not be a property in the client's price range or desired market. We request that the brokerage accept the referral and educate the client on the market conditions.

We expect that the brokerage accepts the referral and perform the following actions:

1. Make initial contact with the client in the required time frame.
2. Confirm the client's desired price range.
3. Identify the desired location(s) that the client is interested in.
4. Explain the market conditions and inventory availability.
5. For clients that cannot be assisted, update us in Client Central

Assigning Agents

To provide Rocket Homes clients with an amazing experience, every CPRA needs to have a Partner Agent assigned within a maximum of 1 hour of receiving the referral. Failing to do so can result in the referral being reassigned to another brokerage and may result in the brokerage's suspension from our Network.

Contacting New Referrals

Rocket Homes service level agreement with our client is that it will take no more than 1 hour in total for a Partner Agent to attempt contact with the client once the brokerage has accepted the referral (The agency has 1 hour to accept a referral, and the agent has 1 hour to make contact). We also expect the Partner Agent to provide a client update in Client Central immediately after attempting contact, and again after successfully contacting the client.

Placing Clients On Hold

Placing clients on hold for less than 45 days should be avoided. If a client becomes passive in their home search for less than 45 days, we expect the Partner Agent to remain engaged with the client and continue to provide potential homes for review.

Proactively Communicate with the Client's Lender of Choice

Rocket Homes expects that the Partner Agent will establish a relationship with the Client's lender, to ensure a cohesive client experience for our mutual client. In addition to updating Rocket Homes on all [Significant Events](#) on the day that the event occurs, there is also substantial benefit in working with the banker at two key milestones:

1. Upon referral being accepted: This is an opportunity to ensure both the Partner Agent and lender are working together for the betterment of the client. When possible, it is beneficial to do a conference call including the client as well. Likewise, expect incoming conference calls from the client and lender.
2. Preparing to write an offer: At this point, you can make sure that the mortgage approval will satisfy the offer terms.

Rocket Homes Referral Policies

Competing Referral Programs

If a brokerage receives the same client from multiple referral sources, Rocket Homes practices a "first-in" policy. In the case of concurrent referrals, Rocket Homes will request verification that the referral was received first from another source. Otherwise, Rocket Homes reserves the right to request payment of the referral fee upon a successful closing with the client.

Procuring Cause Disputes

Rocket Homes attempts (but cannot guarantee) to avoid procuring cause disputes by asking home buyers if they are currently engaged with any agent prior to assigning a referral to a brokerage.

Special Referral Designations

Some clients require special consideration in addition to our [Referral Service Standards](#). Below are the three referral designations that qualify for this additional care.

Suggested Agent

There are times when a brokerage may receive a referral from Rocket Homes with a "Suggested Agent" designation. This means that the Client has indicated to Rocket Homes or to their lender, that they would like to work with a particular agent in the brokerage's office. We ask that the brokerage take this into consideration and do their best to honor the request.

If the brokerage is unable to assign the client to the suggested agent, Rocket Homes will ask the brokerage to provide a reason. Below are examples of acceptable reasons that can be entered in Client Central:

1. Agent is no longer with the brokerage.
2. Agent is out of the office.

3. Agent does not handle this type of transaction.
4. Agent does not cover the client's desired search area.
5. Agent currently has too many clients.
6. Agent does not wish to work with this client.

Rocket Family of Companies Team Members and Friends & Family

Rocket Homes encourages our team members from Rocket Homes, and the other Rocket Family of Companies entities to leverage our Partner Agent Network for all real estate transactions. If a team member contacts a Partner Agent directly, the Partner Agent should notify Rocket Homes Account Director team at (800) 920-6488. Failure to notify Rocket Homes could result in suspension or termination of the brokerage relationship.

Non-Approved Clients

There are times when Rocket Homes may refer a client that requires financing but has not been approved. As more buyers turn to online resources for homes and listing research, Rocket Homes is assisting consumers earlier in the real estate process. Rocket Homes has made it easy for agents to connect their client with our affiliated lender, Rocket Mortgage, so the client can take advantage of the benefits of working with our Rocket Family of Companies partners. You are under no obligation to refer customers to Rocket Mortgage, however, should the Client agree to be referred, Partner Agents can either utilize the tools in Client Central to refer the client back to Rocket Mortgage to get approved, or they can contact their Account Director at (800) 920-6488 for assistance.

Payment Of Referral Fees

Payment terms

All referral fees are due and must be made payable to Rocket Homes at the time the broker earns their commission. All referral fees are to be sent to the Rocket Homes contact identified in the [Accounts Receivable Information](#) section above with a copy of the Closing Disclosure and the Transaction ID Number (TID#) as found on the CPRA for the transaction for which the referral fee is paid. Referral fees will be considered past due 5 days after the closing date.

Commissions

If a commission due to the broker on a referral's transaction varies from the amount or structure reported at the time of contract execution, the broker must promptly notify Rocket Homes through a Client Central update. Rocket Homes will review the updated structure of the transaction and will contact the broker if the updated structure is not acceptable to Rocket Homes. If the broker fails to report any unique commission arrangement to Rocket Homes within 3 business days prior to closing, the broker will be obligated to pay Rocket Homes the referral fee based on the commission amount and structure reported as of the time the contact was executed.

In the event you incur any costs to collect such commission, including but not limited to legal fees, such costs shall not be deducted from the commission prior to calculation of the Fee due to Rocket Homes.

You are responsible for paying all your Agents. This includes any commissions that must be allocated to multiple Agents due to the need to replace an Agent. You also understand that this will not affect the amount of the Fee owed to Rocket Homes.

Non-Cash Commission

If a broker accepts a commission in any non-cash form, such as a promissory note or an item of personal property, the referral fee due to Rocket Homes shall be calculated and paid to Rocket Homes as if the full amount of the commission payable to the broker had been paid in cash at the time of closing.

Licensing

Rocket Homes Real Estate, LLC is a licensed real estate brokerage and is permitted to accept referral fees from brokers duly licensed in other states. If the broker has any questions about the status of Rocket Homes licensing, or their eligibility to receive referral fee payments from or on behalf of the broker, please contact Rocket Homes Account Director team (Help@RocketHomes.com or 800-920-6488) at your earliest convenience.

Further Terms

Our Terms and Conditions are an integral part of the Network. This means that you acknowledge you have read the Terms and Conditions and agree to all of them. We may revise the Terms and Conditions at any time, which will be done by publishing updated Terms and Conditions on our Portal. In turn, you agree to implement any of those changes including any details we included in this Agreement.

You also agree to provide all Agents that assist Referrals in any way with a copy of the Terms and Conditions and require all Agents to follow the terms and conditions of this Agreement.

Our Terms and Conditions contain information we consider confidential and proprietary. You agree that you and your Agents will keep the Terms and Conditions and all related materials, including the Portal, confidential at all times and shall not copy, disclose, or share in any way, except to your Agents participating in the Network, and only to the extent it is necessary to perform their duties under this Agreement, or as may be required by law.

Glossary Of Terms

Account Director (AD): Manages the overall day-to-day operation for our Network. They act as our primary point of contact with brokers and main contacts. They ensure that the brokerage partners understand and are compliant with all Terms and Conditions.

Agent: an employee or independent contractor of Broker who may work with a real estate Referral.

Aggregate Data: The data gathered from multiple data sources with the intent of compiling these data sources into a summarized format.

Brokerage/Agency: The business entity where the Principal Broker that is partnering with Rocket Homes, receives referrals resides.

Broker Participation Agreement (BPA): The legal agreement between Rocket Homes and a brokerage. It contains all the Terms and Conditions related to your participation in the Rocket Homes Network and your use of Client Central

Client Profile and Referral Agreement (CPRA): Defines the parameters of the client transaction. This document will provide the contact information for your Real Estate Coordinator, the Rocket Mortgage Banker, and the client in addition to the terms of the transaction that have been accepted.

Escalation Specialist: Manages the relationship between the client, the agent, and the lender.

Licensed Home Advisor: Primary contact between the client, banker, and real estate agent for Rocket Homes.

Main Contact: The primary point of contact for a brokerage in the Rocket Homes Partner Agent Network. They manage administrative functions such as onboarding and referral allocation.

Partner Agent: A real estate agent that is a member of the Rocket Homes Partner Agent Network.

Partner Agent Network (The Network): The nationwide group of brokerage partners that are approved for referrals by Rocket Homes.

Portal: Currently being Client Central but refers to any subsequent referral management system.

Referral: A client that is interested in real estate and is referred by Rocket Homes to Broker to assist with a real estate transaction.

Rocket Family of Companies (FOC): The list of Rocket Family of Companies can be found here:
<https://www.rocketcompanies.com/our-companies/>

Rocket Homes Real Estate, Rocket Homes, RH: Rocket Homes Real Estate LLC, its employees, and any representing Agents.

Significant Events: Key milestones in the home journey at which point Partner Agents are to enter an update in Client Central.

Terms and Conditions: The legal agreement between Rocket Homes and a brokerage. It contains all the Terms and Conditions related to your participation in the Rocket Homes Network and your use of Client Central.