



# Verified Partner Agent Network

Terms & Conditions  
January 1, 2022

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# Contact Information

## Business Address

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

## Find Us Online

Web: [www.rockethomes.com](http://www.rockethomes.com)

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

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

Twitter: <https://twitter.com/rockethomes>

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

## License Information

Rocket Homes Real Estate, LLC; Michigan License: #6505346028

Tax ID: 51-0415135

## Need Assistance?

In the event that 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](mailto:Help@RocketHomes.com)

-or-

**(800) 920-6488**

If you need help or assistance from **Rocket Mortgage** regarding our mutual client, please reach out to the Rocket Mortgage Agent Relationship team at:

[AgentRelations@RocketMortgage.com](mailto:AgentRelations@RocketMortgage.com)

-or-

**(877) 731-7625**

# 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 owns and operates two online properties – RocketHomes.com and ForSaleByOwner.com, providing our clients with tools and resources to aide them in buying and selling homes.

Since 2006, we've worked together with the Rock Family of Companies, including Rocket Mortgage and Amrock, as well as our Verified Partner Agent Network of top-rated Verified Partner Agents to help hundreds of thousands of 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 above and beyond the industry norm and come with unique benefits:

1. Mortgage approved<sup>1</sup>
2. Confirmed contact information
3. Verified purchase time frame
4. Exclusive to you
5. No upfront fees

<sup>1</sup>See "Special Referral Designations, Non-Approved Clients" for exceptions.

### The Rocket Homes Team

You'll be working 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 Verified Partner Agents have all the support they need.

### Real Estate Advisors

The Real Estate Advisor (REA) team works with our referrals, Rocket Mortgage bankers and Verified Partner Agents to make the real estate process as smooth as possible for everyone involved. Once our REAs receive a referral from Rocket Mortgage or one of our online properties, they gather additional information and pass it on to you, our main contact or Verified Partner Agent. Then our REAs check in throughout the home buying or selling process to ensure our mutual client is satisfied from start to finish.

## Verified Partner Agent Network

The Verified Partner Agent Network team manages the overall day-to-day operations of our network, working 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. This team also onboards new Verified Partner Agents and agencies based on our eligibility requirements.

## Client Experience

The Client Experience team is the frontline for our clients, Verified Partner Agents and team members. They are 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 an online web application, created 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

Brokers, main contacts, and Verified Partner Agents use Client Central to complete the following actions:

1. Accept referrals
2. Assign Verified Partner Agents
3. Reassign clients
4. Add Verified Partner Agents
5. Update coverage areas
6. Set out-of-office notifications to manage lead allocation
7. Update Verified 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:

- Coverage area: Rocket Homes requires the full coverage area of each Verified Partner Agent to be displayed in their profile.
- Contact information: Rocket Homes requires accurate contact information, such as email address, office number and cell phone number. 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.
- License information: Broker and agent license numbers and expiration dates are required in Client Central.

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

## Rocket Pro<sup>SM</sup> Insight

Verified Partner Agents can use Rocket Pro<sup>SM</sup> Insight to help their clients get approved for a mortgage quickly. You can even select a specific Rocket Mortgage banker for your client to work with, and your client will then be routed to that banker within minutes. There are no referral fees when using Rocket Pro<sup>SM</sup> Insight Connect to refer clients to Rocket Mortgage.

## Client Central Updates

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

RocketHomes.com and Client Central do not support synchronization of client updates with any other systems. All client updates must be made within Client Central. Furthermore, Agent Relationship Managers at Rocket Mortgage do not have access to updates in Client Central. In addition, any updates provided to the Agent Relationship Managers at Rocket Mortgage must also be entered into the Client Central portal.

## Definition Of A Significant Event

Verified Partner Agents must provide updates in Client Central immediately upon the occurrence of any of the following significant events:

1. Client will be making an offer on a property
2. Client made an offer on a property
3. Client accepts an offer on a property
4. Client's offer is rejected on a property
5. Client closes on a property
6. Client stops searching for a home or selling their property
7. Client is shopping lenders (the client relationship with Rocket Mortgage is "at risk")

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 5 days prior to the 1st or the 15th, the update will be considered on time and the Verified 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 Verified Partner Agent has not submitted a requested client update within 5 days after receiving an overdue notification, a Rocket Homes Verified Partner Agent Network will contact the broker's main contact to determine the reason for the delinquency. If the broker or the broker's Verified 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 Verified Partner Agent Network

The Rocket Homes Verified Partner Agent Network is composed of brokers, real estate agents and various professionals who work in partnership with Rocket Homes to simplify the home buying and selling experience and provide the highest level of service to our clients. Participation in the Verified 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

In order 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 current, executed Broker Participation Agreement (BPA)
3. Must have an assigned main contact as the central point of contact for the agency
4. Must be approved by a Rocket Homes Account Director or leader
5. Must be in good standing with Rocket Homes

## Verified Partner Agent Eligibility

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

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

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

## Verified Partner Agent Verification

In order to be eligible to receive referrals from Rocket Homes, all agents must complete the Rocket Homes Agent Verification program. This program is composed of the following:

1. Be active/eligible in the Rocket Homes Verified Partner Agent Network
2. Complete online training
  - A. Rocket Homes Best Practices
  - B. Rocket Mortgage Product Overview
  - C. Amrock Title Introduction
3. Be actively working with a Rocket Mortgage Agent Relationship Manager
4. Sign the Rocket Homes Service Level Agreement
5. Pass a quiz on key Rocket Homes criteria and expectations



## 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:
  - Legal name(s)
  - Address(es)
  - 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](mailto: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 be given authorization to perform administrative functions, including the ability to accept referrals from Rocket Homes.*

## Initial Agent Login

Verified Partner Agents selected for the Verified 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. Verified 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

Verified Partner Agents must represent the Rocket Homes brand in a professional manner at all times. We encourage our Verified Partner Agents to share success stories and positive comments about working with our Rock Family of Companies through blogging, social networks or other forms of online discussion. We discourage our Verified Partner Agents from posting negative comments in public forums. Instead, we expect our partners will contact Rocket Homes Client Experience at (800) 920-3788 or [Help@RocketHomes.com](mailto:Help@RocketHomes.com) with any negative feedback or requests for help.

Rocket Homes also expects our Verified 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, Verified Partner

Agents are expected to meet our performance standards as outlined in this document. Failure to adhere to these standards could result in the Verified Partner Agent being moved to a suspended status and becoming ineligible to receive future referrals from Rocket Homes.

## Verified Partner Agent Agrees

1. To complete Verified Partner Agent training yearly.
2. To take no more than 1 hour to attempt contact with the client once the brokerage has accepted and assigned the referral to the Verified Partner Agent.
3. To use multiple channels of communication to attempt to contact the client (text, phone, email) and to:
  - Provide an update in Client Central as soon as contact has been attempted or made (within 1 hour of receiving the referral).
  - Provide an update in Client Central once the Verified Partner Agent has successfully made contact.
4. To make an introductory call to the client's Rocket Mortgage banker (*if a banker is listed on the referral in Client Central*) or designated Rocket Mortgage Agent Relationship Manager.
5. To return all emails and phone calls from Rocket Homes and Rocket Mortgage team members within 24 hours.
6. To uphold Rocket Homes [Referral Service Standards](#).
7. To turn off their lead flow when they are not available to assist new clients from Rocket Homes.
8. That the referral is the property of Rocket Homes.
9. **To uphold the following minimum performance expectations:**
  - Maintain an overall average client satisfaction rating of 4.5 or higher (see [Satisfaction Ratings](#)).
  - Enter client updates in Client Central on the same calendar day of occurrence for each significant event in the client's home journey.
  - Be a member in good standing with their local MLS and National Association of REALTORS® (NAR) or receive prior management approval from Rocket Homes.
  - Be licensed and in good standing in all jurisdictions in which they engage in real estate brokerage activities.
  - Update Client Central to reflect when Verified Partner Agents and main contacts are unavailable to accept referrals, i.e., weekends or holidays (Rocket Homes assigns referrals seven days a week).
10. To encourage clients to respond to Rocket Homes satisfaction surveys.
11. To update their Client Central agent profile as necessary. Special attention should be paid to profile attributes that may change, such as:
  - Coverage area
  - License info
  - Designations and languages
12. To remain a full-time agent in the market that the client is requesting service.
13. To adhere to the [Broker/Relocation Director Eligibility Standards](#) if they are also an active broker in our network.
14. 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 Verified Partner Agents are verified and abide by Agent Eligibility requirements.
3. To hold the main contact and Verified Partner Agents fully accountable to Rocket Homes Minimum Performance Expectations.
4. To accept referrals from 8:00 a.m. to 9:00 p.m., 7 days a week.
5. To make referral fee payments to Rocket Homes within 18 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:
  - Agent list
  - Current license information (individual and brokerage) for all coverage areas
  - 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 and completed by the main contact and all Verified Partner Agents wishing to receive Rocket Homes referrals.
10. To ensure new Verified Partner Agents complete the onboarding requirements and Verified Partner Agent training within 5 business days of joining the Rocket Homes Verified Partner Agent Network.
11. To notify us of referrals that cannot be assisted so that we can reassign them (we do not allow our Verified Partner Agents to send referrals outside of their brokerage).
12. To adhere to the Verified Partner Agent Eligibility requirements if also an active Verified Partner Agent. See [Verified Partner Agent Agrees](#) section.
13. To adhere to the Main Contact Eligibility requirements if the broker is also the main contact. See [Main Contact Agrees](#) section.
14. **To update the Broker Participation Agreement (BPA) in the event of an agency name or ownership/broker change.**

## 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 8:00 a.m. to 9:00 p.m., 7 days a week.
4. To ensure all Verified Partner Agents complete Verified Partner Agent training annually and hold the Verified Partner Agents fully accountable to our [Minimum Eligibility Expectations](#).
5. To accept Rocket Homes referrals within 2 hours and to have the Verified Partner Agent contact the client within 1 hour of the client being assigned to the agency.
6. Verified Partner Agent availability for lead flow will be maintained in Client Central.
7. To ensure that Verified Partner Agents are providing timely updates in Client Central on each client's [Significant Events](#).
8. To ensure the Rocket Homes Verified Partner Agent team is comprised of the right agents who demonstrate an ongoing ability to close Rocket Homes referrals.

9. Client Central main contact and agent profiles will be kept up to date. Special attention should be paid to profile attributes that change frequently such as:
  - Agent list
  - Brokerage information
  - Current license information (individual and brokerage)
  - Designations and languages
10. To uphold Rocket Homes Referral Service Standards.
11. That the referral is the property of Rocket Homes.
12. To ensure that Rocket Homes Terms and Conditions have been successfully acknowledged by the main contact and all Verified Partner Agents wishing to receive Rocket Homes referrals.
13. To manage, investigate and resolve feedback regarding Verified Partner Agent performance and client experience.
14. To ensure new Verified Partner Agents complete the onboarding requirements and Verified Partner Agent training within 48 hours of joining the Rocket Homes Verified Partner Agent Network.
15. To notify us of referrals that cannot be assisted so that we can reassign them (we do not allow our Verified Partner Agents to send referrals outside of their brokerage).
16. Client Central will be updated to reflect when Verified Partner Agents and main contacts are unavailable to accept referrals, i.e., weekends or holidays, since Rocket Homes assigns referrals 7 days a week.
17. To adhere to the Verified Partner Agent eligibility requirements if also an active Verified Partner Agent; see Verified Partner Agent Agrees section.
18. To adhere to the broker eligibility requirements if also an active broker; see Broker Agrees section.
19. To make referral fee payments to Rocket Homes within 18 days of the closing date.

## Key Performance Indicators

Verified Partner Agent performance is a critical factor in assigning clients. Rocket Homes measures Verified Partner Agent success within the client's desired search area by monitoring the following key performance indicators:

1. Verified Partner Agent status
2. Rocket Homes conversion
3. Client satisfaction rating
4. Rocket Mortgage banker satisfaction rating (when applicable)
5. On-time significant event updates

Rocket Homes reserves the right to amend, alter or eliminate key performance indicators.

## Moving To A New Brokerage

If a Verified Partner Agent moves to another brokerage, the Verified 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).

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

*Note: The transaction fee must be paid as if the Verified 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 Verified 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 Verified 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 Verified Partner Agent declines to promptly address the referral's complaint or concern, the broker's main contact shall promptly assign the referral to another Verified 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 Rocket Mortgage

Rocket Homes is a sister company of Rocket Mortgage. As such, many referrals may also be clients of Rocket Mortgage. If a Rocket Mortgage representative has a complaint or concern about service provided by a broker's main contact or one of our Verified 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 complaint or concern. If a complaint or concern cannot be promptly resolved, Rocket Homes reserves the right to place the broker and/or Verified Partner Agent on probation, reduce the volume of referrals or terminate the broker's relationship with Rocket Homes.

### Rocket Homes Audit Rights

Rocket Homes reserves the right to audit the broker's books and records 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) access to all books and records necessary to complete the audit. The broker agrees to provide the books and records 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. If the audit report shows that Rocket Homes was underpaid by more than 10% of the amount due and owed to Rocket Homes, the brokerage shall reimburse Rocket Homes for the reasonable costs and expenses associated with the audit.

## Privacy Policy Expectations

### Security Of Information

The broker shall maintain appropriate administrative, physical and technical safeguards to protect the security and integrity of all client data and will 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, but in no event less than reasonable care.

## 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.

## Limitations On Access To Information

Broker will endeavor to permit only authorized employees, and their Verified 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.

## Removal Of Names From Marketing Lists

If a client decides to no longer work with the broker, then the broker shall not violate any laws around the privacy of the referral by honoring that request and removing 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

Rocket Homes has created a system to generate and deliver quality referrals to real estate brokerage partners. 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 the subsequent 24 months. During this 24 month period, a referral fee is owed to Rocket Homes for all real estate transactions facilitated for this client, regardless of whether the client was withdrawn from the agent or agency's pipeline. The referral is property of Rocket Homes, and we reserve the right to rescind the referral at any time.

## How Referrals Are Distributed To Verified Partner Agents/Brokerages

Rocket Homes monitors the number of active referrals that a Verified Partner Agent and brokerage can work with at any given time and reserves the right to increase or decrease allocation to Verified Partner Agents or agencies at any time. Rocket Homes may consider increases to agency and Verified Partner Agent allocation amounts when:

1. Rocket Homes approved team structures are in place (with more than one Verified Partner Agent supporting our client)
2. Partners consistently achieve high conversion percentages for Rocket Homes
3. Verified Partner Agents properly notify Rocket Mortgage via Client Central when clients are considering other lending sources
4. Client Central updates are always completed on time
5. The agency and Verified Partner Agent achieve consistently high client satisfaction scores
6. Based on Rocket Homes management approval

## Referral Service Standards

Great responsibility comes with receiving referrals from Rocket Homes. 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 of 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 accept 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

In order to provide Rocket Homes clients with an amazing experience, every CPRA needs to have a Verified Partner Agent assigned within a maximum of 2 hours of acceptance. 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 Verified Partner Agent to attempt contact with the client once the brokerage has accepted the referral. (The agency has 2 hours to accept a referral, and the agent has 1 hour to make contact.) We also expect the Verified 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 Verified Partner Agent to remain engaged with the client and continue to provide potential homes for review.

### Communicate With The Real Estate Advisor

Rocket Homes expects the Verified Partner Agent to establish a relationship with the Real Estate Advisor (REA) assigned to the referral for the mutual benefit of all parties involved. The best way to do this is to update the REA on all Significant Events via Client Central the day that they occur, or on the 1st and 15th of the month, whichever happens first.



## Communicate With The Rocket Mortgage Banker

Rocket Homes expects that the Verified Partner Agent will establish a relationship with the Rocket Mortgage Banker assigned to the client, or the Rocket Mortgage Agent Relationship Manager, 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:

- Upon referral being accepted: This is an opportunity to ensure both the Verified Partner Agent and banker 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 banker.
- Preparing to write an offer: At this point, you can make sure that the mortgage approval will satisfy the offer terms.

## Preserve And Protect The Referral Source Relationship

Rocket Homes expects brokers and Verified Partner Agents to preserve and protect the relationship between Rocket Mortgage and our mutual client. Rocket Homes works closely with Rocket Mortgage to provide their clients the highest level of real estate services throughout the United States. As a broker in our network, it is important to preserve and protect the relationship between the client and their chosen lender, Rocket Mortgage.

The broker agrees that they and their Verified Partner Agents will educate themselves on the benefits of using Rocket Mortgage and other Rock Family of Companies services. Purposefully steering a client from Rocket Mortgage to another mortgage lender is prohibited and could result in termination of the broker's relationship with Rocket Homes.

If a main contact or other brokerage contact is making updates on behalf of the Verified Partner Agent, the update must accurately reflect whether the client is still planning to work with Rocket Mortgage. It is not acceptable for the Verified Partner Agent (or contact making the update) to not be fully aware of which lender the client is planning to utilize.

## Preferred Vendor

As a member of the Rock Family of Companies, Rocket Homes has selected Amrock Inc. as our preferred title vendor. Rocket Homes encourages our Verified Partner Agents to utilize Amrock, LLC for all Rocket Homes clients.

## 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. If the brokerage has received a referral for the same client from another lead source, then 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.

### Referral Expiration

A referral fee is owed to Rocket Homes from the assigned broker for any real estate transaction conducted by or through the broker for the client referred by Rocket Homes, or a transaction in which the referred client has an interest, and that closes within 24 months of the broker accepting the referral.

### Special Referral Designations



Some clients require special consideration in addition to our [Referral Service Standards](#). Below are the 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 referral’s Rocket Mortgage banker or Rocket Homes has indicated that they would like the client 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 why. 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

## **Rock Family Of Companies Team Members And Friends & Family**

Rocket Homes encourages our team members from Rocket Homes, Rocket Mortgage and the other Rock Family of Companies entities to leverage our Verified Partner Agent Network for all real estate transactions. In doing so, Rocket Homes requires a referral fee to be paid for all team member transactions. In the event that a team member contacts a Verified Partner Agent directly, the Verified Partner Agent should notify Rocket Homes Client Relations team at (800) 920-6488. Failure to notify Rocket Homes could result in suspension or termination of the brokerage relationship.

When working with Rock Family of Companies team members, Rocket Homes also requests that the brokerage waive any additional fees that are usually charged to clients, for example, admin fees or processing fees, etc.

## **Non-Approved Clients**

There are times when Rocket Homes may refer a client to a brokerage that has not been approved with Rocket Mortgage. As more buyers turn to online resources for homes and listing research, Rocket Homes is assisting consumers earlier in the real estate process. As such, buyers may not yet have obtained their mortgage approval. Rocket Homes encourages agents to connect their client with Rocket Mortgage so the client can take advantage of the benefits of working with our Rock Family of Companies partners. In these situations, Verified 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 Rocket Mortgage Agent Relationship Manager at (800) 920-6488 for assistance. It is imperative that one of these options be completed as soon as possible to ensure that client has adequate time to secure their financing.

## **Payment Of Referral Fees**

## Due Date

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 18 days after the closing date.

## Unique Commission Arrangements

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.

## 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 as such 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 Client Relations team ([Help@RocketHomes.com](mailto:Help@RocketHomes.com) or 800-920-6488) at your earliest convenience.

# Glossary Of Terms

**Real Estate Advisor (REA)::** A concierge service for the Verified Partner Agent and the client. Real Estate Advisors are the liaison between the client and the Verified Partner Agent, assisting with any issues or opportunities that arise. They will reach out to the Verified Partner Agent and the client throughout the home buying or selling process to ensure everything is going smoothly, and work to create the best experience possible for everyone involved.

**Agent Relationship Manager (ARM):** The primary point of contact and escalation for Verified Partner Agents to utilize for any and all questions regarding Rocket Mortgage products, processes or transactional information.

**Brokerage/Agency:** The business entity where the Principal Broker that receives referrals resides.

**Broker Participation Agreement (BPA):** The legal agreement between Rocket Homes and a brokerage. It contains all of 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 Advisor, the Rocket Mortgage Banker and the client in addition to the terms of the transaction that have been accepted.

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

**Network Coordinator (NC):** 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 guidelines and Terms and Conditions.

**Preserve & Protect:** A phrase used to refer to our expectation that Verified Partner Agents will do their best to support the relationship that the client has with our referring lending partner.

**Referral:** A client that we have allocated to a brokerage partner for assignment to a Verified Partner Agent.

**Rock Family of Companies (FOC):** The Rocket Mortgage group of companies can be found here:

<https://www.rocketmortgage.com/about/partner-company>

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

**Terms and Conditions:** Our collection of minimum standards and service level agreements between us, the brokerages, main contacts and Verified Partner Agents.

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

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

**Verified Partner Agent Training:** An annual training program required by Rocket Homes to ensure Partner Agents understand the expectations and best practices for accepting referrals and working with our mutual clients.