

# Buyer Customer or Buyer Client?

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There's a difference.

# Five Services for Both Customers & Clients

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1. Needs assessment
2. Assistance with property selection
3. Viewing of properties
  - Disclosure of all material facts of which we are aware (foundation issues, visible termite damage, deferred maintenance, etc.)
4. Coordinating the purchase agreement
5. Follow through after the purchase agreement:
  - Coordination of inspections
  - Coordination of appraisals and other lender requirements
  - Coordination of title insurance and all aspects of the closing process
  - Contact info for reputable contractors should you desire repair work or improvements
  - Etc.

# Services for Buyer Clients only

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1. We maintain loyalty, confidentiality & full attention to buyer to safeguard buyer's interests
2. Our buyers benefit from our experience and advice regarding all aspects of the transaction
3. We seek to find the best property for the buyer per the buyer's requirements
4. We provide an independent analysis of the market value of the property before you make an offer to purchase
5. We inform buyers of any information we learn about the seller's personal or financial situation
6. We advise on negotiation to include:
  - How to Structure an offer, including ALL terms not just price, benefits of home warranties, etc.
  - How to respond to counter-offers
  - How to address issues that turn up on inspections

# Considerations for Customers

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## IF ACTING AS A TRANSACTION BROKER

- We maintain confidentiality for the buyer
- We give no advice or representation to either party
- We do not work to safeguard either party's interests
- We try to find any property that is acceptable to the buyer
- We attempt to keep the transaction together when difficulties arise

## IF ACTING AS A SELLER'S AGENT

- We maintain loyalty to seller
- We must tell seller client all that we learn about the buyer – no confidentiality for the buyer
- We work to safeguard seller's interests
- We try to find a buyer for the seller's property on the best possible terms for the seller
- We attempt to solve problems to the seller's satisfaction