






**IMPORTANT INFORMATION YOU SHOULD KNOW
REGARDING THE FLAT FEE MLS PROCESS**

Do your research. Every Seller should be asking these questions.

-  **Is your PHYSICAL office located in Illinois?** Metro Realty, Inc. is locally owned and operated in Illinois. We have a physical office located in Plainfield, IL.
-  **What are your office hours? How accessible is the listing broker?** Metro Realty, Inc. has standard M-F office hours 09:00 am until 05:00 pm, but we are **always** available by email or text – even after hours. **Put us to the test!** Call or text us and see if we answer the phone and/or respond quickly. Call us at (630) 299-5000 ext. 1 or text us at (630) 299-5000.
-  **Does your office work with buyers?** **Metro Realty, Inc. does NOT work with Buyers.** We do not attempt to convert your buyers into OUR buyers. We do not work in a dual agency capacity. We only have the interests of the seller in mind.
-  **How do I get my buyer leads?** All leads are forwarded to you. If it's a voicemail, it will be forwarded to you. If it's an email lead, it's forwarded to you. We do not work with buyers. All leads are pushed to our sellers!
-  **Do you charge an additional fee for price changes?** NO! Metro Realty, Inc. does NOT charge an additional fee to complete a price change. All changes are included in the listing fee. **Cancellation of a listing to make a price change is also not necessary.**



Do you charge an additional fee for commission changes?

NO! Metro Realty, Inc. does NOT charge an additional fee to complete a commission change. All changes are included in the listing fee. **Cancellation of a listing to change a commission is also not necessary.**



Does your office follow the minimum service laws?

Metro Realty, Inc. **strictly** adheres to the minimum service laws under the Real Estate License Act of 2000. **We pride ourselves on our EXCELLENT customer service as a result.** The process of listing a property can be systemized. You CANNOT remove the need for contact with the listing broker throughout the transaction. There are many items that need explaining in a real estate contract prior to negotiation or acceptance (i.e., contingencies, home warranty, inspections, personal property, tax prorations and many more).



How do your fees compare to your competitors?

Metro Realty, Inc. charges a fair price for the exceptional 5-star service that it provides to its Sellers. **We are not the least expensive service out there nor are we the most expensive.** We **ONLY** charge you for the items that you need. All add-ons are “a la carte.” We do not force you to buy a yard sign, lockbox or scheduling service if you do not need these items. Keeping add-ons “a la carte” keeps our prices down and only has you paying for the items you need.



What quality control process are in place prior to a listing going live?

Each listing goes through a quality control process prior to being live launched on the MLS. This quality control process also takes place when changes are made to commission or price.



How long does it take for a listing to go live on the MLS?

Listings are LIVE on the MLS within 12 hours of receipt of the Listing Packet, Disclosures and photos.



How long does it take for changes to be made to a current MLS listing?

Upon receipt of any change request, we confirm receipt, so the Seller knows the request has been received. The Seller is never left wondering. **ALL** changes are made same day and usually within a matter of a few hours.



What is your cancellation policy?

Our policy is very simple. If the Seller chooses to cancel the listing, we cancel it upon receipt of the cancellation form. No complex formulas to understand. No days on the market to count and calculate. No cancellation fees EVER! You ask – and we cancel - at any time during the listing term. No questions asked! It's that simple.

CUSTOMER SERVICE IS ALWAYS OUR #1 PRIORITY!