



Buyer Service Guarantee

BEFORE contract I will:

1. Conduct a buyer(s) counseling session in order to properly identify your real estate goals.
2. Arrange a financing pre-approval appointment, if required.
3. Focus my attention on showing you available properties on the market in your identified location(s) that comply with your needs and priced within your budget.
4. Discuss the positive and negative features of a property that may affect its value.
5. Prepare a negotiation strategy for the property you have selected and advise you on the initial price and terms to offer where permitted.

DURING contract I will:

1. Provide you with a preliminary estimate including your down payment and closing costs as applicable.
2. Do my due diligence to monitor and keep you informed of milestones throughout the escrow process.
3. Thoroughly review the Seller's disclosures to enable you to accept or remedy for deficiencies.
4. Recommend that you obtain professional inspections that may be deemed necessary, review the inspection results with you, and assist you in negotiating any necessary repairs.
5. Assist and explain the purpose of home protection plans.

AT CLOSING I will:

1. Accompany you on a final walk-through of property, if one is requested.
2. Contact you immediately upon closing, to address any remaining details or service needs.
3. Follow up with you 30 days after you moved in your home.
4. Provide real estate assistance as required.

THROUGHOUT our business relationship I will remain committed to communicating in a timely manner, providing updates and returning calls, texts, and emails by the end of each business day. If I fail in my commitment, Pacific Bay Estates we will reimburse your Home Inspection Fee a \$400 VALUE.

X _____

Agent Info.

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