

## COMMITMENT TO SERVICE FOR BUYERS

**Thank you for choosing our ERA team to help you purchase your next home. We are totally committed to serving your needs! We look forward to assisting you in this exciting process, together with you. What can you keep us accountable for?**

1. Making sure we have a clear perspective on the following:
  - your ideal timeline;
  - the type of home you are looking for;
  - the number of family members involved;
  - your motive for moving, which may account for (m)any of your needs in selecting your next home;
  - We will be keeping you fully informed about what we do to make this entire process run as smoothly as possible.
2. The entire purchasing process for your next home will be explained to you in full. If applicable, the listing process for your current home will be included. Many customers prefer to have both handled by the same agent.
3. We help to determine your maximum spending budget. To do this we will be valuating your current home, and taking into account any other financial means which you might have.
4. Your housing needs, combined with your spending budget, form a unique buyer profile. That will form the basis for our selection of properties for you to consider.
5. We will communicate with you according to your needs. Together we will discuss who will be your contact person, through what media we will communicate, as well as how often we will be in touch.
6. Viewings with our agents will be comprehensive. We will delve into the details of the condition of any property that we select for you. Furthermore we will supply you with details about any development plans in the area, possible regulations about the application of (alternative) energy sources, etcetera.
7. If you purchase your next home using a buying agreement with our agent, you might consider buying a home with an ERA Home Warranty (ERA Garantie). This will protect you from possible defects on built-in appliances, pipework, plumbing, and electricity. Conditions do apply, as well as deductible excess. Inquire for details.
8. We will do anything within our power to help you purchase your next home at the best possible terms. The terms will be contingent of:
  - number of days the property has been on the market;
  - the condition of the property;
  - which amenities will be included in the sale;
  - the urgency of the seller;
  - your own timeline;

- development plans, which may influence your decision to move into the area;
  - (with apartments) the financial situation of the Owners Association.
9. Is your current home located in a different area? In that case we can mobilize another ERA agent to help you sell your home fast and at the best possible price.
  10. We will continuously review the quality of our service with you during the entire process.
  11. We will advise on any necessary further technical inquiries into the state of the property.
  12. We will ensure that every last detail pertaining to the purchase of the home is correctly stated in the buying contract.

**NO CURE NO PAY.**

Do you feel that your ERA agent is not servicing your needs appropriately, while their commitment to service was put down in writing and signed for?

Then please feel free to destroy your buying agreement. You will incur no termination costs, which are traditionally charged by other agents.

However you will be charged for expenses, which were made upon your request.

If you wish to apply the “no cure no pay” clause, we do request that you explicitly document and specify your complaint about your specific ERA agent in a written statement.

We also ask that you allow for a 10 day period for the agent to improve his conduct.

If the agent fails to correct any flaws during that 10 day period, you are free to withdraw your buying agreement.

\_\_\_\_\_  
Signed by (ERA agent name)

\_\_\_\_\_  
(date and city)

*This Commitment to Service is provided by an ERA agent and is no agreement with ERA Nederland NV. Every ERA agent/broker is independent.*