

# THE PRUDENTIAL HOMESALE BUYER SERVICES GUARANTEE

Buyer(s) \_\_\_\_\_

Buyer(s) Address \_\_\_\_\_

Phone: Home \_\_\_\_\_ Office \_\_\_\_\_ Mobile \_\_\_\_\_

E-Mail \_\_\_\_\_

This **Prudential Homesale Buyer Services Guarantee** is the commitment that **Prudential Homesale** \_\_\_\_\_ and your **Prudential Homesale Sales Associate** \_\_\_\_\_ will perform the services stated below as part of your representation agreement.

## CUSTOMER SERVICE

### Home Showings

Once I fully understand your homebuyer requirements, I WILL focus my attention to showing you those homes on the market that are in your selected location and at the right price.

### Homesale VIP Services\*

I WILL review with you the services available through our Homesale VIP Services program in your area.

### Personal and Timely Response

I WILL return your phone call or e-mail within 24 hours or less and provide you with updates on your search for a property.

### Professional Services

I CAN arrange for a representative from HomeSale Mortgage Services and/or HomeSale Settlement Services and/or HomeSale Insurance Services\* to contact you regarding their service packages.

### Relocation Assistance

I CAN coordinate, through our Relocation Division and our affiliation with Prudential Relocation, for one of the best relocation brokers nationally to assist you with the marketing and sale of your home.

## FINANCING

### Financing Pre-Approval

I WILL offer to arrange a pre-approval appointment with a reputable lender to identify your range of affordability and to increase your negotiating strength.

### Estimate of Closing Costs and Funds Required

I WILL provide you with a preliminary estimate of closing costs and down-payment requirement anticipated in the transaction.

### Good-Faith Estimate From Lender

YOU WILL benefit from my experience in working with financial institutions to expedite your getting a prompt good-faith estimate from your lender.

## COUNSELING SERVICES

### Buyer Counseling Session

I WILL conduct a buyer counseling session to discuss your needs and goals and to plan the search for your property.

### Buyer Representation

I WILL discuss in detail the nature of your buyer representation choices as well as other issues and alternatives. I WILL also present and explain to you the representation agreement and the special services and benefits it offers.

### Home Evaluation

I WILL discuss the positive and negative features of a property that may affect its value and future resale.

*Should Prudential or I not perform the services as stated above, you are entitled to terminate the representation agreement. Please keep in mind that state and local regulations and practices may restrict some services. Written termination notice must state the reason(s) for the termination and must be presented by you to your Sales Associate's manager. You also agree to provide Prudential and me with an opportunity to correct the situation within a 24-hour period following the delivery of the termination notice. If the representation agreement with you is terminated, the termination provisions of the representation agreement shall apply.*

Buyer \_\_\_\_\_ Date \_\_\_\_\_

Buyer \_\_\_\_\_ Date \_\_\_\_\_

Sales Associate \_\_\_\_\_ Date \_\_\_\_\_

\*Not available in all offices.

## CONTRACT GUIDANCE

### Property Disclosure

I WILL review with you all inspection reports and other documents pertaining to the condition of the property and disclose all physical defects of the property that are known to me.

### Review of Written Seller Disclosure

I WILL thoroughly review with you the seller's written disclosure statement to enable you to accept or specify the remedy for disclosed deficiencies. Remedies for any disclosed deficiencies should be addressed in the offer to purchase.

### American Home Shield Home Warranty

I WILL explain to you the option of a home protection plan to reduce your risk of repair after purchasing a property. I WILL discuss with you the benefits of a warranty on the operating systems of your house.

### Home Inspections

I WILL recommend that you obtain professional building and termite inspections and provide you with the names of reputable inspectors.

### Home Inspection Remedies

I WILL work with you to request the seller to remedy the items you specify after your review of the building and termite inspection reports as your offer to purchase specifies.

### Financing Alternatives

I WILL discuss with you the financing alternatives and the likely impact of each alternative on your home purchase.

## TRANSACTION ASSISTANCE

### Negotiation Strategy

I WILL prepare a negotiation strategy for the property you have selected and advise you on the initial price and terms to offer where permitted.

### Offer Presentation

I WILL present your offer in a timely fashion.

### Closing the Sale

I WILL monitor and inform you of the progress of the purchase agreement, including the satisfaction of all contingencies and conditions during the entire transaction.

### Pre-Settlement Inspection

I WILL accompany you on a thorough walk-through of the property (if one is provided for in the sales contract) before closing, and I WILL assist you in the resolution of any problems discovered during the walk-through.

### After the Sale

I WILL contact you immediately after the closing to follow up on remaining details or service needs.

## INTERNET SERVICES

### PrudentialHomesale.com – My Home Finder

I WILL register you with our My Home Finder, a unique online feature of our Web site that provides you with e-mail notification of new listings that meet your specific requirements.

## The Future of Real Estate. Now.

