



LISTING AGENTS – YOUR 4-STEP SYSTEM

1

Before Listing

- ☐ Explain buyer default risk and deposit limits
- ☐ Introduce SMO as a seller protection option
- ☐ Send seller to securemyoffer.com for pre-approval + quote

2

Offer Presentation

- ☐ Highlight deposit strength + timeline
- ☐ Ensure seller understands firm-offer risk
- ☐ Remind seller: **SMO only available once the deal goes firm – limited 10-day window**

3

When Offer Goes Firm

The 10-day countdown starts now.

- ☐ Send seller the pre-approval SMO link immediately
- ☐ Inform seller: “Coverage must be purchased within 10 days”
- ☐ Ensure the seller has the following information:
 - ☐ Firm date
 - ☐ Selling price
 - ☐ Closing date
 - ☐ Amount of deposit
- ☐ Confirm that the seller has purchased the SMO policy

4

From Firm › Closing

Stay alert + proactive:

- ☐ Maintain contact with buyer agent
- ☐ Flag red signs: financing delays, extension requests, job changes, non-responsive buyers
- ☐ Keep seller + lawyer updated
- ☐ If default is suspected: document everything, notify lawyer, start SMO claim steps
- ☐ If default confirmed: assist with relisting, pricing strategy, full documentation

BUYER AGENTS – REDUCE RISK & LIABILITY

1

Before Offering

- ☐ Verify *actual* lender approval
- ☐ Confirm employment + down payment
- ☐ Explain firm-offer legal meaning
- ☐ Review risks of waiving conditions

Explain that leveraging SMO gives them an edge over a standard deposit as it secures the seller against Buyer Default. The Buyer is protecting the Seller by offering an SMO policy

2

When the Offer Goes Firm

- ☐ Reconfirm financing stability
- ☐ Ensure deposit arrives on time
- ☐ Advise buyer: no job changes, no large purchases, no loans, no credit pulls, stay in contact with lender

3

Leading Up to Closing

Weekly check-ins with:

- ☐ Buyer
- ☐ Lender
- ☐ Lawyer

Watch for red flags: ghosting, lender “reviews,” stress about income or employment

4

If Default Seems Possible

- ☐ Notify listing agent immediately
- ☐ Loop in buyer’s lawyer
- ☐ Document everything
- ☐ Attempt solutions/extensions
- ☐ Explain legal & financial fallout clearly

5

Liability Reminder

- ☐ SMO does not cover buyer-agent commission
- ☐ Protect yourself with strong due diligence, documentation, and early communication