



Protect Your Clients. Protect Your Business.

### 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](https://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