

MHub Agency Referral Program - Mechanics & Terms

Program Mechanics

1. Eligibility to Participate

Who Can Join:

- Property agencies (registered businesses)
- Individual licensed property agents
- Real estate professionals with active practice

Registration Process:

- Complete online application form
 - Provide valid professional credentials (REN/REA number)
 - Accept program terms and conditions
 - Receive access to referral dashboard upon approval
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2. How Referral Submission Works

Step 1: Submit Developer Details

- Agent submits developer information through the form
- Required fields: Developer name, contact person, phone, email, project details
- Submission timestamp is automatically recorded

Step 2: First-Come, First-Served Protection

- System checks if developer already exists in database
- If the developer is an existing client, the status will be changed to "Not Proceeding" and it is voided.
- If developer is new OR previous lock has expired: Submission accepted as "Pending Qualification"
- If developer is currently locked to another agent: Submission automatically rejected with notification

Step 3: Qualification Process A submission must be **qualified** before the 90-day lock begins.

To qualify, the agent must:

1. Have already informed the developer about MHub, OR
2. Be willing to make the introduction/connection to the developer

MHub Sales Team Will:

- Contact the referring agent within 2 business days of submission
- Verify: "Have you already spoken to [Developer Name] about MHub?"
 - **If YES:** Submission is immediately qualified → 90-day lock begins
 - **If NO:** Sales will ask agent to make contact first → Lock begins only after successful connection

What "Successful Connection" Means:

- Agent has spoken to developer and introduced MHub
- Developer is aware of the referral and open to MHub contact
- Agent confirms connection to MHub sales team
- Sales team updates status to "Qualified"

Important: The 90-day lock period starts **ONLY** after qualification, not from initial submission date.

3. Referral Ownership & Lock Period

Lock Duration:

- 90 days from qualification date (not submission date)
- Lock is exclusive to the qualifying agent
- Timer visible in agent dashboard

Lock Protection:

- During lock period, no other agent can submit the same developer
- If MHub closes a deal with the developer during lock period, referring agent earns commission
- Lock automatically expires after 90 days if no contract is signed

Lock Expiry:

- After 90 days with no signed contract, lock expires
- Developer becomes available for other agents to submit

- Original agent loses exclusivity but may resubmit if developer is still available
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4. Referral Status Tracking

Agents can track their referrals through the dashboard with these statuses:

Status	Meaning
Pending Qualification	Submitted, awaiting agent-developer connection verification
Qualified	Agent confirmed connection, 90-day lock active
Contacted	MHub has reached out to developer
In Discussion	Active sales conversations ongoing
On Hold	Developer requested to pause discussions
Not Proceeding	Developer declined or not suitable
Converted	Contract signed, commission pending payment trigger
Expired	90-day lock ended without conversion
Commission Paid	Payout completed

5. Commission Structure & Payout

When Commission is Earned: Commission becomes payable when ALL of the following conditions are met:

1. Developer signs a contract with MHub for any product/service
2. Developer makes first invoice payment to MHub
3. Referral lock was active at time of contract signing
4. Agent referral is in "Converted" status

Commission Calculation:

- Commission amount will be disclosed via the agent once deal converts

Payment Timeline:

- Commission processed within 30 days after developer's first invoice payment clears

- Payment made via bank transfer to registered account
- Agent receives payout notification and invoice/receipt

Important Notes:

- Commission is paid to the registered agent (individual or agency)
 - For agency submissions, MHub pays the registered agency entity - internal agent splits are the agency's responsibility
 - No commission is paid if contract is signed after lock expires
 - No commission for renewals or upsells unless explicitly stated in agent agreement
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Terms & Conditions

Article 1: Program Participation

1.1 Eligibility

Participation is open to licensed property agents and registered property agencies in good standing. MHub reserves the right to verify credentials and reject applications that do not meet professional standards.

1.2 Account Registration

Each agent must register with accurate contact and banking details. Agents are responsible for keeping their account information current.

1.3 Non-Transferability

Referral accounts and pending commissions are non-transferable. If an agent changes agencies during an active lock period, the referral remains with the original submitting entity as registered in the system.

Article 2: Referral Submission & Qualification

2.1 Submission Requirements

Agents must submit complete and accurate developer information. False or misleading information may result in disqualification and account suspension.

2.2 Qualification Obligation

By submitting a referral, the agent confirms they have informed or will inform the developer about MHub. Failure to make genuine connection attempts may result in disqualification.

2.3 First-Come, First-Served Principle

Referral ownership is determined by submission timestamp for new developers or available developers (post-expiry). System-timestamped submissions are final and not subject to dispute.

2.4 Duplicate Handling

If a developer is already locked to another agent, subsequent submissions are automatically rejected. No exceptions.

2.5 Qualification Verification

MHub sales reserves the right to verify agent-developer connection before granting qualified status. Agents must respond to verification requests within 5 business days or submission may be cancelled.

Article 3: Lock Period & Exclusivity

3.1 Lock Activation

The 90-day exclusivity period begins on the date MHub sales updates the referral status to "Qualified," not the submission date.

3.2 Lock Expiry

Locks expire automatically 90 days from qualification date. Expired referrals lose exclusivity and may be submitted by other agents.

3.3 Extension Not Permitted

Lock periods cannot be extended. Agents may not resubmit the same developer while an active lock exists.

Article 4: Commission Eligibility & Payment

4.1 Earning Conditions

Commission is earned only when: (a) a contract is signed during the active lock period, AND (b) the developer makes their first payment to MHub.

4.2 No Advance Payment

MHub does not pay commissions in advance or upon contract signing alone. Payment trigger is first invoice settlement.

4.3 Payment Timing

Commission is processed within 30 days of first payment clearance. MHub is not liable for delays caused by developer payment delays.

4.4 Commission Disputes

All commission calculations are final. Agents may request review within 14 days of payout with supporting documentation.

4.5 Withholding Rights

MHub may withhold commission if: (a) agent violated terms, (b) developer contract is disputed or cancelled within 90 days, or (c) fraudulent activity is suspected.

Article 5: Transparency & Status Updates

5.1 Dashboard Access

Agents have read-only access to referral status, lock timers, and commission tracking. Agents do NOT have access to pricing, contract terms, or commercial negotiation details.

5.2 Status Update Frequency

MHub will update referral statuses as material changes occur. Not all developer interactions are reflected in status changes.

5.3 No Sales Involvement

Agents are NOT involved in sales negotiations. All selling, pricing, and contracting is handled exclusively by MHub. Agents interfering with sales processes may be disqualified.

Article 6: Prohibited Activities

6.1 Misrepresentation

Agents may not misrepresent their relationship with MHub, make promises on MHub's behalf, or guarantee pricing/terms to developers.

6.2 Gaming the System

Submitting developers without genuine connections, mass submissions of unqualified leads, or creating duplicate accounts is prohibited and grounds for immediate termination.

6.3 Poaching

Agents may not submit developers who are already in active discussions with MHub through other channels (direct inbound, other partnerships, etc.). MHub reserves the right to reject such submissions.

Article 7: Limitation of Liability

7.1 No Guarantee of Conversion

MHub does not guarantee that submitted developers will convert to customers. Commission is earned only upon successful deal closure and payment.

7.2 Developer Relationship

MHub is not liable for any issues between agent and developer arising from the referral relationship.

7.3 Program Changes

MHub reserves the right to modify commission structure, lock periods, or program terms with 30 days' notice to active participants. Changes do not apply retroactively to qualified referrals.

Article 8: Termination & Suspension

8.1 Voluntary Exit

Agents may exit the program at any time. Active locks and pending commissions remain valid.

8.2 MHub Termination Rights

MHub may suspend or terminate agent accounts for: violation of terms, fraudulent activity, professional misconduct, or loss of property agent license.

8.3 Effect of Termination

Upon termination, agent loses dashboard access and ability to submit new referrals. Earned but unpaid commissions for converted deals remain payable.

Article 9: Data & Confidentiality

9.1 Data Usage

By participating, agents consent to MHub storing and processing submitted developer information for sales and operational purposes.

9.2 Confidentiality

Agents must not disclose confidential information learned through the program, including other agents' referrals, commission structures, or MHub sales strategies.

Article 10: General Provisions

10.1 Governing Law

These terms are governed by the laws of Malaysia.

10.2 Dispute Resolution

Disputes will be resolved through good faith negotiation. If unresolved, parties agree to mediation before litigation.

10.3 Entire Agreement

These terms constitute the entire agreement between agent and MHub regarding the referral program.

10.4 Severability

If any provision is found invalid, the remaining terms remain in effect.

10.5 Contact

Questions about terms should be directed to: referrals@mhub.my

Last Updated: [Date]

Program Version: 1.0

Summary Flowchart for Agents



Status Updates: Contacted → In Discussion → (On Hold / Not Proceeding / Converted)



IF CONVERTED during 90-day lock:



Developer Signs Contract → Pays First Invoice



Commission Paid (within 30 days of payment)

By registering for the MHub Agency Referral Program, you acknowledge that you have read, understood, and agree to these mechanics and terms.