

## POLICY ON BUYER REPRESENTATION

### CUSTOMERS

Buyers who do not wish to be represented are called Customers. Customers must sign an Agency Disclosure Notice.

Connecticut General Statutes, Section 20-325d  
Connecticut Real Estate Regulations, Section 20-328a(a)(2)

We can only show our company's listings to Customers.

We owe the following duties to our Customers:

Honesty and no misrepresentation

Disclosure of material facts about the Property

We cannot negotiate or advocate for the customer.

Conversations with the Customer are not confidential.

### CLIENTS

Buyers who have signed a representation agreement are called Clients.

This representation agreement provides, among other things, that we have the Exclusive Right to Represent the Buyer and are entitled to a commission even if the Buyer purchases a For-Sale-By-Owner property.

We cannot sign a representation agreement if the buyer has signed a representation agreement with another firm which is still in force. IF the buyer wishes to terminate that agreement they should discuss this with their attorney or the principal of the other firm.

We owe the following duties to our Clients:

**Loyalty** - The Agent must put the Client's interests above his/her own.

**Obedience** - The Agent must follow lawful instructions of the Client.

**Reasonable Skill & Care** - The Agent must negotiate the best terms and conditions for the Client. If requested, we can provide the Client a Comparative Market Analysis on properties they wish to be on.

**Disclosure** - The Agent must disclose all information to the Client.

**Confidentiality** - Conversations and information provided by the Client must remain confidential, even after the transaction has been completed.