

# Douglas Elliman Real Estate Standard Operating Procedure

All Douglas Elliman agents are required by State Law to uniformly apply their Brokerage's Standard Operating Procedure (SOP) when qualifying Buyers/Renters.

The Douglas Elliman Real Estate SOPs are as follows:

1. Prospective Client's IDs: Buyer(s) / Renter(s) who are unaccompanied by their agent must provide their identification before entering a property or making an offer; when accompanied, the accompanying agent must either show their identification or that of their client(s) / customer(s).
2. Exclusive Broker Agreement: No exclusive brokerage agreements are required for buyer(s) / renter(s) to work with DE agents, but they should nonetheless be solicited.
3. Pre-Approval / Proof of Funds: Proof of funds (excluding proof of income), including mortgage pre-approval when an offer includes financing, is required before making an offer to purchase / rent.

Property owners are nonetheless free to set their own qualifying criteria so long as such criteria is established in advance of soliciting buyers / renters, is applied uniformly and objectively to all buyers / renters and is non-discriminatory. Further, such criteria may only be directed by a property owner if such owner directs their criteria in writing, inclusive of the date of such direction.