

## YOUR CHOICE ..... CUSTOMER OR CLIENT SERVICE

For a practical insight into the difference for you having a real estate licensee working with you as a customer or working for you as a client when you are buying a home in Alabama, please complete this questionnaire by selecting between A or B or C.

*Courtesy, Steve Rousseau Direct: 256-520-1740 Office: 800-553-1908 ex.182*

When buying a home I would choose: (please circle A, B or C)

1. A. A real estate associate who is duty bound by law to try and sell me their owner client's home.  
B. A real estate associate while not duty bound to a seller would not be responsible for looking out for my best interest either.  
C. A real estate agent that is duty bound to help me find the home of my choice.
  2. A. A real estate associate who will be duty bound to try and sell me the home his/her company has listed at their asking price.  
B. A real estate associate who could not protect me from paying too much for a home.  
C. A real estate agent who will be duty bound to help me buy the home I choose at the lowest price possible.
  3. A. A real estate associate who is duty bound to try and get me to pay all the sales and loan closing costs.  
B. A real estate associate who could explain the reasons for the various closing expenses, but could not advise me on what I should or should not agree on.  
C. A real estate agent who is duty bound to me and will attempt to get the seller to pay these costs.
  4. A. A real estate associate with whom I cannot openly discuss my needs and qualifications because anything I tell them concerning my needs & qualifications for buying a home, they are duty bound to tell their seller client.  
B. A real estate licensee while not serving as agent for seller could not share with me information they know about seller's situation that would help me get a good deal.  
C. A real estate agent I can trust to be on my side and would be duty bound to keep our discussions confidential.
  5. A. A real estate associate that if "push comes to shove" during my attempts to buy a home would be duty bound to take the seller's side.  
B. A real estate associate who must remain indifferent and cannot take sides with either the seller or me.  
C. A real estate agent I know is always on my side, and is duty bound to look out for my best interest when "push comes to shove".
  6. A. A real estate associate who, when locating a home that has the features I told him/her I wanted and that has just been listed at a fantastically low price, will be duty bound to call all known buyer prospects and give them all the opportunity to buy.  
B. A real estate associate who after knowing about this fantastic property *could take the day off* not having a duty to call me.  
C. A real estate agent who would be duty bound to call me first and give me first choice.
- A real estate associate is any licensee who you have not given a written agreement to represent you as your agent. They are acting as a Transaction Broker and at their convenience will be assisting you as a customer.
  - A real estate agent is the licensee who has been given written permission to represent you as a client. Agents have a fiduciary duty to protect and look out for a client's best interest.

If you have circled C as your choices, you want an agent to represent you, and it only requires you to give him/her written permission to do so. ***Giving written permission to a real estate licensee to service you as an agent is required by the Alabama Real Estate License Law ... It doesn't cost a penny more!***

Alabama Law requires real estate licensees to explain to every prospective seller or buyer the different types of real estate services available to them (usually referred to as RECAD Disclosure.) This questionnaire is offered as additional information only to provide you with the *truth, the whole truth and nothing but the truth* as to the value of choosing an agent to represent you. Any real estate licensee who tells you they can be your real estate agent or perform for you as outlined in "C" examples above without you giving them written authorization to represent them as your agent is violating the law.

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Consumer

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Associate