



## Houlihan Lawrence, Inc. Standard Operating Procedures

Houlihan Lawrence, Inc. (Houlihan Lawrence) as a broker of residential real estate is required by New York State Law to adopt Standard Operating Procedures (“SOPs”) that Houlihan Lawrence and its real estate licensees operating in New York State shall uniformly apply regarding prospective buyers prior to receiving any services.

These SOPs are:

1. Houlihan Lawrence does not require prospective buyers to provide identification to begin work with a Houlihan Lawrence licensee.
2. A buyer representation agreement is required prior to showing a property. A buyer customer will be asked if they have executed an exclusive buyer representation agreement with another brokerage, but such an exclusive agreement is not required in order to be provided property information or schedule showings. No agreement is required in order to enter an open house hosted by our Brokerage.
3. Houlihan Lawrence does not require prospective buyers to provide proof of a mortgage pre-approval as a condition to begin work with a Houlihan Lawrence licensee. However, Sellers may require a mortgage pre-approval and/or other requirements when allowing prospective buyers to enter their homes or when reviewing offers, in which case a Houlihan Lawrence licensee will make such requirements known to prospective buyers in the course of working with prospective buyers.