

## RE/MAX Global Referrals Platform: Frequently Asked Questions



### What is the Global Referrals Platform?

The new platform, launched in February 2023 and powered by GryphTech, gives RE/MAX agents an automated tool to identify referral partners around the world – and a secure, easy-to-use system to exchange referrals.

### Why is this happening?

The RE/MAX Global Development team sought a new way for RE/MAX agents to search for, connect with, and exchange referrals with other RE/MAX agents. The new platform addresses language issues, tracks referrals from start to finish, and offers many other new advantages. With the platform and mobile app, agents have a new, streamlined way to refer past clients or leads outside of their geographical area or specialization.

### Who will have access to the platform?

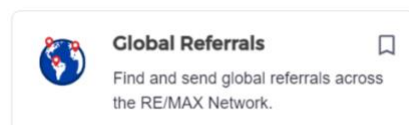
All residential and commercial RE/MAX sales agents can access the platform at no additional cost.

Broker/Owner access will be coming soon.

### Where does the agent go to access the platform?

Non-English speaking agents can access the platform through a multilingual login page at [remaxglobalreferrals.com](https://remaxglobalreferrals.com).

English-speaking agents can access the platform through MAX/Center ([remax.net](https://remax.net)). Once they've logged in to MAX/Center, they click the "Global Referrals" tile (below) to access the platform.



**If accessing the platform through remaxglobalreferrals.com for the first time, which email address should agents use to sign up?**

Agents should use their ISP email address or the email address that they use with their region.

**Is this platform available in my language?**

Yes. The entire platform has been translated into nearly 50 languages. [A document linked here](#) details which languages are supported in the platform.

Note: When an agent sends a referral request in their local language, the receiving agent will view the request details in their local language

**Can the platform be used by RE/MAX Commercial Brokers (Agents)?**

RE/MAX Commercial Brokers have access to the platform, but with limited functionality at this time. RE/MAX, LLC is working with GryphTech to develop a more complete commercial experience in the near future.

**How much does this platform cost?**

There is no additional cost to use the platform.

**Can agents upload documents on the platform?**

Yes, the platform includes an "Attach Document" feature for agents who want to upload a wet signature agreement or any other support documents. They can do so when initiating a referral or when adding a comment later in the process.

**Can the platform be accessed via a mobile device?**

A mobile app is coming soon.

**How can an agent learn more about the real estate business in a different country before sending a referral?**

Through a platform section called "Around the World," agents can access a National Association of Realtors resource called [Real Estate Practices Around the World](#). The guide provides country by country, on the proper way to conduct real estate business in that location.

### **What are group referrals?**

In a group referral, the sending agent sends the referral details to multiple agents at once (a maximum of 3), and they in turn compete for the business. Ultimately, the sending agent chooses who gets the referral.

### **When an agent accepts a group referral, do they automatically get the referral?**

No, those details are kept confidential.

### **When an agent accepts a group referral, do they automatically get the referral?**

No, the sending agent can cancel the referral if they choose another agent. It is the responsibility of the sending agent to cancel the other referrals. Once cancelled, the receiving agents (unchosen agents) are notified.

### **How many agents can someone send a group referral to?**

A group referral can be sent to up to three agents.

### **Can agents influence and improve their position in search results?**

Yes. Agents are awarded points based on several criteria, and agents with the most points are listed first in search results. Points are earned by tasks like submitting their preferences (countries interested in, spoken languages, preferred languages, specializations, etc.) as well as by the number of active listings on global.remax.com, and the number of referrals sent or received in the past year.

### **Can an agent cancel a referral without giving notice?**

No, the sending agent must provide a written comment explaining why the referral is being canceled.

### **Can agents rate other agents?**

Yes, both the sending and receiving agents can rate their experience of working with one another after a referral is accepted.

Note: This data is not displayed but is stored for potential applications in future versions of the platform.

### **How should first time users get started?**

Fill out your preferences under User Preferences this includes what countries you are interested in for referral business; what languages you speak; and your real estate specializations. To update one of these fields, simply click into one of the drop-down menus.