



KW Operations Terms and Conditions

Community Terms and Conditions:

KW Operations Members must be an active associate of a KW Agent, Team or Market Center and in good standing at all times. Membership will activate the day you apply, and community learning events become available within 48 hours of activation. Membership will be renewed on a month-to-month or annual basis, unless otherwise terminated in accordance with these terms.

Community Fees:

KW Operations membership requires a \$99 monthly recurring payment billed on the date of membership sign-up (i.e. if Member signed up on the 8th of the month, recurring payment will be billed on the 8th of every month, respectively).

Payment:

Payment is due on the same billing date of each month. If payment is not received within 30 days of the due date, membership is subject to termination.

If you select to pay via Credit Card - I authorize Keller Williams Realty, Inc. to charge my credit card for the initial monthly payment and authorize that additional payments will be charged to my credit card on a monthly basis thereafter.

Community Membership:

KW Operations membership includes these exclusive benefits:

- KW Operations member portal with resources and training
- Monthly learning events and masterminds
- Networking with operations professionals
- Live Help Desk with Nicole Zuber and top operations coaches in the industry
- KW Operations referral network
- Members-only Facebook group
- Monthly newsletter with market of the moment conditions, tailored trainings and a community member spotlight

Cancellation & Termination:

This Agreement will automatically renew monthly unless terminated. Membership can be terminated without cause upon providing written notification of termination to kwops@kw.com, by Member, KWRI, or the Community Leader. Membership

termination must be requested at least 2 business days prior to the next billing cycle. Registration to any events occurring after this Agreement terminates will be lost.

All cancellations will take effect the following billing cycle subject to the following exceptions:

1. If Member leaves KW, it is the member's sole responsibility to notify the Community; the membership will be canceled effective immediately. Any fees paid prior to notice of departure or on the remaining month of termination will not be refunded or prorated.
2. If Member fails to meet the agreed Community standards of production, attendance or licensure, the community may cancel the membership effective immediately. Any fees on the remaining month of termination will not be refunded or prorated.
3. If a new Member requests cancellation of membership within 24 hours of signing up, a full refund will be provided.

Personal Information:

Keller Williams Realty, Inc. will only use personal information provided to facilitate the services described in this agreement, including communication between the Member with the company and the community. Keller Williams Realty, Inc. will not use or share the personally identifiable information provided herein in ways or for reasons unrelated to the ones herein without Member's prior written consent. Member acknowledges and agrees that calls and events may be recorded for training and promotional purposes only. By opting in, Member expressly opts-in to receive text messages from Keller Williams Realty, Inc., either directly or via third party.

Individual License:

Membership into KW Operations is assigned exclusively to the individual, as accepted, and cannot be re-assigned, transferred, or shared. Multiple operations professionals may apply together as individuals, but membership is not offered as a Team or Partnership license and each individual will be responsible for paying their own KW Operations Membership Fees.