



Collapsed Deal Process - BC

Any time an agent has a collapsed deal, *they must follow this process regardless of whether a deposit has been received or not.*

1. Agent emails Non-Waiver/Release (or notice of collapse deal if Non-Waiver NOT received) to BCbroker@therealbrokerage.com and uploads documentation to transaction checklist item 'Non-Waiver' in ReZen
2. Agent must have completed all required transaction checklist items in ReZen
3. All parties to the contract must sign the Release/Non-Waiver.

Agents must follow these additional steps if a deposit HAS been received.

1. Agent must help client/Buyer (the name of the individual who provided the initial deposit) to complete and sign the [Client Funds Authorization Form](#) as soon as possible
2. Agent uploads a complete signed copy to ReZen under the checklist titled 'Client Funds Instructions' including void cheque/EFT form if EFT payment is requested.

NOTE: Return of Deposit CANNOT be processed without proof of deposit AND Client Funds Instructions. Complete [Client Funds Authorization Form](#) and upload to "Client Funds Instructions" Checklist item.