

**Maxlist FAQ's** Please email [admin@maxlist.com.au](mailto:admin@maxlist.com.au) if you have a question.

**Q - Who can register with Maxlist and what does it cost?**

A - Any person that is an estate agent or is the registered and legal owner of a property or business and no cost to register.

**Q – Do I have to register?**

A – Only if you want to list your property for sale or lease or use the wanted features.

**Q - Is it an individual account or agency/company account with Maxlist?**

A - It's an individual account that is set up with the first listing as all enquiries are directed to the individual.

**Q - How long does it take for my account to be approved?**

A - On average approximately 1hr.

**Q - What does Maxlist cost?**

A - **\$29** inc gst for standard property listings until sold or withdrawn. **\$60** inc gst for Standard Multi-Property listings such as residential and commercial projects. The price includes advertising until sold out or withdrawn. Listings will remain on the system for 6 months unless notified to continue.

**Q - Can I enhance the standard listings?**

A - Yes, you can upgrade to Silver or Platinum featured listings. To upgrade to Silver is **\$60** per month inc gst and gets you priority listed in the area and a random home page small banner. The Platinum featured listing is **\$100 per month** inc gst and gets you priority listed in the area and a random home page large banner.

**Q - How do I pay?**

A – Any fees are automatically charged to your credit card. Featured listings can also be paid by bank transfer. All visa payments are by Securepay and Paypal.

**Q – Do I have to offer a fee to another agent?**

A – No, you don't have to offer a fee it is your option . You have the option to offer any fee at any time by editing the listing.

**Q - Can I share my account with another person in the office?**

A - No, as all correspondence is with the account holder. Besides, all the enquiry leads will be emailed to the account holder.

**Q - Is there a term contract with Maxlist?**

A - No, you can cancel your registration at any time with written notice.

**Q - Who can list properties and businesses for sale and rental properties on Maxlist?**

A -Any estate agent, owner, or owner's legal representative

**Q - Should an agent or entity obtain permission from the owner to list the property or business on Maxlist?**

A -Yes, there is a disclosure requirement to the owner requiring the agent or entity to disclose details of a fee to payable another agent or entity.

**Q - How does the Wanted feature work?**

A - You just enter details about the type of property or business you are seeking and willing to make a deal on. Great if you have a keen buyer ready to buy and you need a listing quickly as you may lose the prospect.

**Q - How long does the listing stay on the site?**

A - Until the listing is sold or withdrawn however after 6 months notification is required to remain on the site.

**Q - What fee amount will I nominate?**

A - You can nominate any fee you believe is reasonable and will attract interest from other registered users to work on the listing. There are no set fees and the more attractive the fee the better the response.

**Q - How can we trust other agents to pay our fees?**

A - All transactions are recorded by agreement detailing legal obligations of both parties. Anyone that breaches the rules is automatically de-registered.

**Q - How and when will I get paid?**

A - Payment details of the fee amount and when it is to be paid is specified in the agreement between the Listing Agent/Entity and the Referring Agent/Entity.

**Q - Do I have to use the Referral Agreement that can be downloaded from the Maxlist site?**

A - No, you can use your own or enter into a conjunctual agreement agreeable by both parties. The referral agreement provided is a guide only and can be used if required.

**Q - Do I have to disclose details of the referral fee payment to the Owner?**

A - Yes, in some states of Australia you must disclose if you will be sharing your commission with a non-agent. It is advised to be transparent to all parties with details of the transaction.

**Q - Do I have to disclose details of the referral fee payment to the Purchaser/Prospect?**

A - Yes, in some states of Australia you must disclose if you will be receiving a payment for the referral. It is advised to be transparent to all parties with details of the transaction.

**Q - Is it difficult to upload listings?**

A - The system is very easy to use and uploading details of a listing is similar to other real estate listing sites. Details can be copied from other sites where the listing is already advertised. Editing listings and housekeeping is very easy and support is available.

**Q - How long does it take for the listing to become live?**

A - All listings are checked for accuracy and could take 30min to 3 hours.