



Welcome to Mayell, the real estate service that puts you first. We're working to provide people everywhere with a smarter, more successful real estate experience, and we're excited to help you find your new home. Powered by data and grounded in customer service, our approach is seamless, transparent, and tailored to you. That's why we want to make sure that we're on the same page, right from the start. This agreement lays out what we expect from you, and — more importantly — what you can expect from us.

OUR PROMISE TO YOU

Better Choices

We want to empower people during one of the most critical transactions of their lives. That's why we're committed to working in your best interests and providing you with the information you need to make the right real estate decision.

End-to-End Experience

Our personalized model delivers a superior real estate service every step of the way. Even after signing, we'll work to improve your moving experience, welcoming you to the neighborhood with exclusive offers and services to save you time and money.

Customer Transparency

With a proprietary analytics platform, we're driven by data and fueled by insights. Naturally, we want to share the wealth. We're committed to educating our members and promise to clearly explain all costs and relevant details to the best of our knowledge. No surprises, no hidden fees.

Team Support

We go above and beyond. Working alongside your agent, our member experience team plays a critical role, providing the collective support of highly skilled researchers, data scientists, marketing and digital experts, and project managers.

Exceptional Service

Following our client-first approach, we will always prioritize your needs. Under our New Agent Model, every agent is compensated on the strength of their customer reviews, not just on the deals they close. That's why our agents are the highest rated in the industry.

Total Availability

We promise to be always available for you, whenever you need us. Reach out with questions, comments, or concerns—team is just a phone call away.

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If you, anyone acting on your behalf, or anyone on whose behalf you are acting, rents an apartment to which Mayell has referred you within a six (6) month period from the date of this agreement, or if you rent an apartment in a building to which Mayell has referred you, whether or not you saw the specific apartment with Mayell, then in either event you agree to pay Mayell a commission of 1 month rent - fifteen percent (8.33 - 15%) of the first year's rent, depending on the particular listing you choose. This fee is owed for all apartments seen in person or toured via virtual showing. This commission is deemed earned at the time that the offer is accepted by the landlord.

If you, anyone acting on your behalf, or anyone on whose behalf you are acting, purchases a property to which Mayell has directed you, it is likely that Mayell will be paid a commission by the seller of the property. If Mayell is not able to collect commission from the seller, you agree to pay Mayell a sales commission of three percent (3%) of the total purchase price of the property at the time of the closing.

Your Mayell agent will be keeping a record of properties to which we have referred you. The list as maintained by the agent will be deemed accurate for the purposes of determining commission due. You agree to notify your agent as promptly as practicable when you decide to rent or purchase an apartment or property.

In the event of your default under this agreement, you shall be liable to pay the full rental or sale commission, as well as legal fees incurred by Mayell to enforce the terms of this agreement. All clients listed below are jointly and severally obligated. Commission may be paid by certified check or wire.

By signing below, you understand that you have authorized Mayell to act as your agent for the procurement of an apartment.

Date Shown	Property Address	Date Shown	Property Address

Print /Name of Renter(s):

Signature Name of renter:

Date: _____

Name of Real Estate Specialist:

Signature of Real Estate Specialist:

Date: _____