



FLEX PLAN FAQ's

As of August 2019, all franchise renewals have included the Flex Plan language. Per the Relief Plan communication in April 2020, Broker/Owners that have signed an amending agreement or renewed with the Flex Plan language may choose to place new recruits on Flex Plan or Traditional fees. Effective January 1, 2023, new recruits for Flex Plan brokerages will be placed on the Flex Plan.

1. What is the Flex Plan?

The Flex Plan is RE/MAX Ontario-Atlantic Canada's fee structure adopted 2019. There are two parts - one for individual agents and one for teams

2. What led to creating the Flex Plan?

The network has repeatedly told us how important it is for the Region to carry some of the risks. We've also heard we need a more competitive team fee structure. The Flex Plan was created with these in mind and to share in each other's success

3. How does it work?

There are two parts to Flex Plan - one for individual agents and one for teams

Individual Agents:

- \$171.00 fixed fee per month
- Variable component of 5% GCI to a cap of \$2,000 over a rolling 12-month period
- If an agent does not contribute a minimum of \$1,000 towards the cap by the end of a rolling 12-month period, a \$500 administrative levy will be charged

Teams:

- \$171.00 fixed fee per month per agent, including the Team Leader
- Variable component of 5% of the team's total GCI to a team cap over a rolling 12-month period
- There are no individual caps in this structure. This is a team fee structure meaning that the Team Leader and all Team Members must be on the same billing classification (Aspire agents may join a Flex Team)
- The team cap is calculated using the following formula
(Team Leader \$2,000) + (number of Team Members x \$1,000) = team cap
 - If an agent leaves the system before the end of a rolling 12-month period, the Region will not refund nor credit any monies to the brokerage. Conversely, if an agent leaves the system the Region will not bill the brokerage for a cap shortfall or administrative levy

4. Do I need to participate?

- We are phasing out the traditional fee structure and replacing it with the Flex Plan upon renewal of your Franchise Agreement(s). You can choose to opt-in early or wait until your Franchise Agreement is due for renewal
- Broker/Owners with multiple units will opt-in for all franchises under the same company and/or authorized trade name
- All brokerages that join our system on or after June 5, 2019, will be on the Flex Plan



5. What does this mean for my agents?

- If you opt-in early or wait until your Franchise Agreement renews, you will be able to use the Flex Plan to recruit new agents to the system and convert your existing agents while meeting certain criteria
- All agents who are part of your brokerage as of the date you opt-in or the effective date of your Franchise Agreement renewal can remain on traditional fees for the duration of their RE/MAX tenure or be converted to the Flex Plan if they meet certain criteria
- All new recruits must be put on the Flex Plan effective January 1, 2023. Recruits who were formerly part of the system must be put on the fee structure that their brokerage permits

6. Do I have the option to continue recruiting using traditional fees if I opt-in early to the Flex Plan?

- If you opt-in early you will be able to use the Flex Plan for all new recruits to the system and convert your existing agents to the new structure
- You will no longer be able to put agents on the traditional fees as of January 1, 2023
- The only exception is a TM recruited to a TL on Traditional fees (entire team must be on same fee code)

7. After an agent is recruited to the system or converted to the Flex Plan can they revert back to traditional fees?

- After an agent is put on the Flex Plan, they are not eligible to revert back to traditional fees. This applies to teams as well

8. What happens if an agent within the system transfers to another brokerage within the system?

- If an agent on traditional fees transfers to another brokerage within the system, they can remain on traditional fees. If the destination brokerage is on the Flex Plan, then the agent can remain on traditional fees or convert to the Flex Plan
- If an agent on the Flex Plan transfers to another brokerage within the system, they must remain on the Flex Plan if the destination brokerage is allowed the Flex Plan. If the destination brokerage is not allowed the Flex Plan, the agent returns to traditional fees

9. If I choose not to opt-in what do I need to do?

- You will not need to do anything until your Franchise Agreement renews
- Upon renewal, you will be transitioned to the Flex Plan for new recruits and be able to convert your existing agents to the Flex Plan
- Your existing agents at the time your new Franchise Agreement is executed can remain on traditional fees for the duration of their RE/MAX tenure

10. I want to opt-in early or I want to learn more about the Flex Plan, who should I contact?

Please contact your Global Service Director