

### **RISK MANAGEMENT** Confirmation Letters



### SDAR'S SOLANA BEACH SERVICE CENTER

981 Lomas Santa Fe, Suite E Solana Beach, CA 92075



### Instructor: JACQUELINE OLIVER

ESC

Jacqueline Oliver has been a licensed REALTOR® and educator for more than 30 years. She is an attorney-at-law and a member of the State Bars of California, Nevada, Arizona, and Hawaii. Oliver is a sought-after instructor in real estate law and risk management, as well as a Better Business Bureau certified arbitrator.



### SINGLE SESSION

Thursday, September 18, 2014 9:00 am - 11:00 am



ous RMS ELECTIVE

Real estate professionals must treat all conversations as serious and relevant because certain conversations could later become a critical factor if a dispute arises. This class provides a hands of

a critical factor if a dispute arises. This class provides a hands-on experience to assist REALTORS® in preparing confirmation letters to supplement to the communications log which all professionals should maintain in each and every file.

#### **TOPICS COVERED**

- WHO: From agents, brokers, and managers to clients and staff
- WHAT: Creates written evidence of oral communications
- WHEN: As often as necessary
- WHERE: Conversations at the property, the office and by phone
- WHY: To avoid confusion and avoid "he said/she said" situations
- **HOW:** Customize the SDAR Confirmation Letter template

### **REGISTER:** www.SDAR.com/education

CONTACT INFORMATION			\$15 RMS Members		\$18 REALTOR®Plus		\$20 SDAR MEMBERS		\$25 ALL OTHERS	CLASS ID: 140918CS
NAME					PHONE (	)				
ADDRESS						_	HOME OFFICE	MEN	MBER #	REALTOR
CITY/STATE/ZIP		FLON		E-MAIL				Great 4845 Educ	5 Ronson Court, Sar cation@sdar.com	ciation of REALTORS® n Diego, CA 92111 Phone: (858) 715-8040
PAYMENT IN	NFURIVIAI	IION				\$				
CHECK	□ VISA	□ M/C	☐ DISCOVER	☐ AMEX	EXP. DATE	AMO	JNT		GREATER SAN DIEGO ASS	CIATION DE BEALTORS®
By signing, you	are confirm	ning that y	/ou have read, ι	ınderstand, and a	agree with our car	ncellation	policy below.		The Trusted Voice of S	

Cancellation Policy: Reservations for programs requiring payment will not be processed until payment is received. If you must cancel your reservation, a full refund will be issued if cancellation is received, in writing, three (3) business days prior. SDAR reserves the right to cancel or reschedule any program. If cancellation occurs, SDAR will issue a full refund. In the event of rescheduling, SDAR will send immediate notification and transfer all reservations (including payments) to the new date.



# SAVE ON CLASSES ALL YEAR LONG!

Benefit from a Flat Rate for Education

### Agent Essentials

Kick-start your real estate career! This program is perfect for new and seasoned agents to sharpen their skills.

- Includes 5 agent classes (\$200 value)
- · Learn the fundamentals of:
  - Business Planning & Goal Setting
  - Building a Successful Business Model
  - Real Estate Sales Techniques
  - Effective Communication
  - · Escrow, Title and Lending

**SDAR Members: \$150** *Save \$50* **Non Members: \$250** *Save \$25* 

## Continuing Education

Are you up for license renewal? Earn all of the continuing education (CE) units you need.

- Attend our Spring or Fall Extravaganza's (\$200 value)
   -Earn 45 CE units in 5 days!
- Free featured monthly class (\$300 value)
- Includes 26 classes
- Earn up to 57 CE units

**SDAR Members: \$250** *Save \$250* **Non Members: \$500** *Save \$250* 

### Risk Management Specialist

Consumers want fast, easy transactions and contracts can take time and get messy.

Protect yourself and your transactions by becoming a Risk Management Specialist.

- Includes 22 classes, such as:
  - Conquering Contracts
  - When in Doubt...
    Disclose, Disclose,
    Disclose!
  - 26 Ways to Avoid Lawsuits
- Earn up to 49 CE Units

**SDAR Members: \$700** *Save \$470* **Non Members: \$1,000** *Save \$605* 

## Designations & Certifications

Earn any of the following designations or certifications:

- ABR- Accredited Buyer Representative
- CID- Certified Condominium Specialist
- MRP- Military Relocation Specialist
- SRES- Seniors Real Estate Specialist
- SRS- Seller Representative Specialist
- SFR- Short Sale & Foreclosure Resource
- Earn up to 52 CE units

**SDAR Members: \$1,000** *Save \$265* **Non Members: \$1,300** 

☐ Yes, sign me up	for the P	repaid Profes	ssional Deve	lopment Pa	ass			
<b>Choose Your Pass:</b>	□ Agen	t Essentials		☐ Continuing Education				
	□ Risk N	/lanagement S	pecialist 🗆	Designation	ns & Certificat	ions		
Name:			Member #:		Phone:			
Address :					E-mail:			
<b>Payment Information</b>	□Visa	□MasterCard	□ Discover	□AmEx	□ Check #			
Card#:						Exp:		
Amount: Sign	ature:							

Return to SDAR: 4845 Ronson Court, San Diego, CA 92111 • Email: Education@SDAR.com • Fax: 858 715-8090