



TABLE OF CONTENTS

The Hollinger Team Listing Summary

Our Pledge to You

Team Profiles

RE/MAX vs other brokerage firms

Power of a Team

Personal Services

Value, Pricing & Statistics

Questions to Ask your Realtor

How Buyers Find their Home

Marketing

Social Media

FlatheadRealEstate.com

RE/MAX: The Company

Mobile Technology

Stages of Listing

5 Best Activities when Selling

Experience

Appendix A: Buying Process and Homes Sizes

Appendix B: Absorption Rates for Homes & Land

Appendix C: Estimated Proceeds

Appendix D: Waterfront Sold by The Hollinger Team

We have purchased and sold several homes throughout our lives and without question, you are the most professional realtor we have ever dealt with.

NTRODUCTION

Our Pledge to You

When we discuss the sale of your property, you will be deciding to trust your important asset to us. Our goal In this presentation, is to provide you with enough information about the market, our qualifications and our marketing program to help you make an informed decision about representation in this significant business transaction.

REALTOR Code of Ethics Standard of Practice 1-3: Realtors, in attempting to secure a listing, shall not deliberately mislead the owner as to market value.

It may be that you want to get an opinion from another agent. All agents have access to the same information, therefore the determination of value should be nearly the same. Remember, no agent can affect market conditions and to suggest that your property will sell for other than what the market indicates is a disservice to you and unethical. Select representation by reviewing experience, negotiating skills, references, marketing plans and results, not by price.

Our recommendations and conclusions are absolutely substantiated with data from the Multiple Listing Service. The marketing plan is time-proven and comprehensive.

Scott, Diana, Kellie, Dane & Drew
The Hollinger Team

Others need not doubt your competence or trastworthiness. - The Lundquists

I was impressed with his intelligence and astateness. He has handled two purchases and a sale for us in an admirable fashion.

- The Tanners





RE/MAX® INDUSTRY

Choose the brand with outstanding agents, leading brand awareness and an unmatched global presence.

	NAT	ONAL, FUL	L-SERVICE	BROKER/	GE BRAN	DS
	TRANSACTION SIDES PER AGENT (LARGE BROKERAGES ONLY) ¹	U.S. TRANSACTION SIDES ²	BRAND AWARENESS (UNAIDED) ³	COUNTRIES & TERRITORIES	OFFICES WORLDWIDE	AGENTS WORLDWIDE
RE/MAX	16.3	1,004,000	30.2%	110+	8,229	124,280
ERA	8.6	128,416	1.3%	36	2,300	40,300
COLDWELL BANKER ()	8.0	709,117	15%	44	3,200	94,200
REALETY EXPERTMENT	7.8	50,830	0.4%	11	500	6,500
CENTURY 21	7.6	393,184	21.0%	80	9,600	127,500
BERKSHIRE HATHAWAY	6.9	332,780	4.5%	3	1,450	48,453
Better Homes	6.8	76,844	0.8%	4	360	12,100
KELLERWILLIAMS.	6.5	1,095,874	8.0%	37	1,000	180,000
Sotheby's	6.5	123,113	2.1%	72	1,000	22,600
ONE	5.4	60,187	0.3%	2	160	11,060
Mexp	4.7	74,678	0.1%	2	53	15,570
C@MPASS	4.2	34,644	0.1%	1	238	8,155
♦ HONEYMURT	3.9	56,000	0.1%	1	168	16,000

#2019 RS/MAX, LLC. Each office independently owned and operated. Data is full-year or as of year-end 2018, as applicable. Except as noted, Coldwell Stanker, ERA, Setter Homes & Gardens, Sotheby's and Century 21 data is as reported by Realogy Corporation on SEC 10-K, Annual Report for 2018; all other competitor data is from company websites and industry reports. "Except as noted, branes clion adds per agent are calculated by RS/MAX based on 2019 RSAL Trands 500 data, cling 2019 transaction adds for the 1,027 largest participating U.S. brokenages. Coldwell Banker includes NRT. For the following competitors, were calculated from the 2019 Swanepoel Mega Booker (1000, citing 2019 transaction adds for the 1,000 largest U.S. brokenages as ranked by sales volume: Berkshire Hathaway HomeServices, Realty Executives, Realty Cove. Or Competitors, Verman Hathaway HomeServices, Realty Executives, Realty Cove. Competitors of the Participation of the Parti



PROFILES OF THE THE HOLLINGER TEAM

Scott Hollinger

9 kayaks, 1 canoe, 1 raft, 2 ski boats, 1 pontoon boat, 1 row boat, 1 sail boat and a barge. What more needs to be said about Scott living on the water? Then there are skis, bikes, a hot air balloon, binoculars, a 4-wheeler, tents, boots, fishing gear, ice skates, cameras, maps and more to enjoy the best of Northwest Montana.

Scott was raised in Montana in a real estate family with a lake cabin. Now repeating history, Scott and his wife live on the water and explore the area with their two sons. For over 30 years he has been welcoming people to Montana, mapping out their dreams, and bringing those dreams to reality.



Born and raised in Great Falls, MT BS Chemical Engineering, MT State University Licensed single engine pilot Licensed commercial balloon pilot Married in 1981 to wife, Dia Two Sons, Dane and Drew

"I believe my mission is to help others realize dreams and make the journey exciting."

Kellie Hilley

Kellie has lived in Montana all her life. She resides on Echo Lake with her husband. The family (two daughters) has been perfectly content with the fun they have right out their back door...skiing on Big Mountain or Blacktail, ice skating, swimming, boating on Echo Lake, hiking in the Jewel Basin or Glacier Park, just to name a few. But don't think that Kellie just hangs out at home in her back yard. Kellie volunteers here time at various places, including a week at First Descents (a cancer camp for young adults).

The team doesn't know what they would do without the detailed style brought by Kellie. She is the perfect person as the team closing manager and RE/MAX's office account manager. Kellie's mission in life is to serve the people she meets, with the highest level of integrity and to build a relationship for the future with every person.



Born and raised in Deer Lodge, Montana Assoc. Degree in Business Administration Flathead Valley Community College Married in 1986 to husband, Bob Two daughters Hannah and Carly

"My mission is to inspire my team to build an organization that promotes love, respect and support for one another, cementing the foundation for success."

Dane Hollinger

Dane was born and raised in Montana. He is a graduate of Montana State University with a degree in Agricultural Business and an Economics major. Dane enjoys spending his time in the outdoors hunting, fishing, and kayaking.

During the winter, Dane enjoys skiing at the local ski areas and in the Swan Range. Dane is well traveled having visited every continent except for Antarctica, which he hopes to see sometime. Whitewater kayaking has taken him all around the world. Extended paddling trips through South America, China and New Zealand are highlight of his travels. Dane joins the team as the third generation in real estate and brings the newest ideas in business and technology.



Diana Rahdert

Diana loves to work with buyers and sellers with their primary homes and investment properties. She's been with Scott for over twenty years, is a full time team broker, and brings a business background, as her husband operates Timberline Wood Floors, a hard wood flooring company in the Flathead Valley.

During off time she is a board member of the Rotary Club of Bigfork and current club president. On a weekend afternoon, she'll frequently have fun cooking in the kitchen, reading, watching movies and walking. In the summer, she often camps and kayaks. Diana has two daughters, one a graduate with a teaching degree and the other at Bigfork High School.

Matched with her artistic flair, Diana writes the property descriptions, takes photos and creates the property videos along with team promotions. Since she built her own dream home once on Echo Lake, and has several rentals she's always eager to help fulfill the dreams of clients for personal and investment goals.



Raised in W. Lafayette, Indiana BA Sociology, St. Olaf College - MN Married in 1989 to husband, Glen Two daughters, Bailey and Wilson "My mission is to embrace life's wonderful gifts, be a model of integrity, and encourage those I meet to live out their dreams."

Drew Hollinger

Drew was born in the Flathead Valley and raised on Echo Lake. Drew has a passion for all the outdoor adventure Montana offers. In the summer months he owns and operates Flathead Wakeboard Academy teaching young and old from all around the world how to wakeboard or wake surf on all the beautiful lakes of Northwest Montana.

Drew enjoys travel, especially to Hawaii where he can pursue his passion for tropical fish and coral in the warm waters on the Hawaiian coast. Drew has the unique knowledge and expertise to design and maintain beautiful aquariums. Besides water wildlife, he also takes advantage of other activities Montana offers like hunting, fishing and snowboarding. Drew is excited to be on the Hollinger Team to help people make their dreams come true by living and playing in the Last Best Place!



Born and raised in Bigfork, MT MSU Coursework

Supporting Team Members

Delicious Design—Fascinating, innovative and imaginative Bend, OR marketing company who designed the team website, LastBestPlace.com. http://www.deliciousdesign.com/

Glacier IT—This Bigfork computer firm comes to the team's aid for any computer supply, upgrade or glitch.

Alliance Title, First American Title, Fidelity Title and several other title companies in Flathead and Lake County who are entrusted with the title transfer and closing paperwork for our clients.

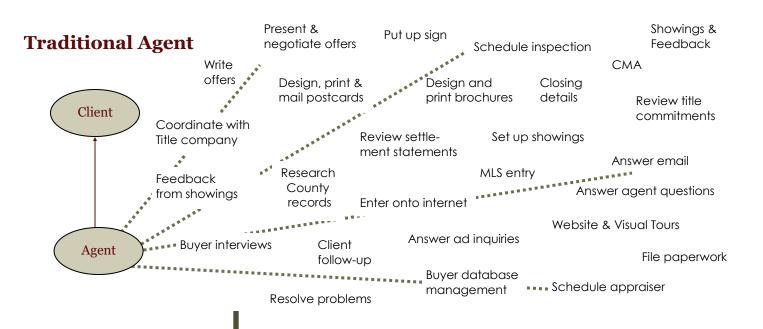
I want to thank you all for such a tremendous job. You've been there for me 100%, all of you. You folks are the BEST!

- Kathy Conley



VS.

teams year after year!



PERSONAL SERVICES



Evaluation & Negotiation

The list price of a property is the most important decision to make together. The correct asking price is the highest price that the market will bear given the timeframe you would like to sell within. To assist you in determining the correct asking price, we will review comparable properties sold and offered for sale in this area.

When an offer is placed, this information is used to strengthen your position when negotiating. These same comparable sales are also what the appraiser will use to approve the buyer's loan for your property. That is why establishing a price using current market statistics is so important.

Professional Advice

You will be advised of any necessary repairs through your home inspector. You will be kept up to date on the state of the market, the sale and listings of similar properties and any other factors which may affect the progress of the sale.

Promotion

Buyers will be reached through the internet and some print media. The major selling points of your property will be distributed to other real estate firms throughout the Flathead Valley via REALTOR meetings, Multiple Listing Service data and personal phone calls.

Sign & Advertising

Where appropriate, a RE/MAX sign will be placed on your property. Your property will be promoted on the team internet website and LastBestPlace.com (aka FlatheadRealEstate.com) as a rotating Featured Property, along with many other local and national websites.

Notify potential buyers

The team's advanced computer system will be used to identify people who have been looking for property in your neighborhood. They will be contacted and given the details, then followed up with to determine their interest level.

Thank you for your fine work selling our lot. We appreciate your high professionalism and excellent communications,

- Paul & Julie Carter

DETERMINING VALUE



McGregor Lake

You consummated a very small real estate deal for an out of state client with efficiency, like it was a big deal. Our experience was painless, even pleasant!

- The Higgins

What Determines Your Property's Value?

	Yes	No
Cost of improvements you've made		$\sqrt{}$
How much money you need from deal		$\sqrt{}$
Original purchase price		V
Opinions from friends and neighbors		
Market trends (rising, falling, level)	$\sqrt{}$	
Actual neighborhood sale prices	$\sqrt{}$	
Competition from other homes for sale	$\sqrt{}$	
Amenities of & Objections to property		
Condition & Floor Plan	$\sqrt{}$	
Location, Location	$\sqrt{}$	

Your Property Sells 3 Times . . . Really!

First sale ...

Real estate agents and Buyers will evaluate the asking price, location and terms you are offering in order to make a decision whether to show or take the effort to look at your property.

Second sale . . .

Potential buyers who come to look and consider writing an offer after comparing to other properties they have seen. Buyers are armed with more information than ever before to comparison shop.

Third sale . . .

With most buyers obtaining a mortgage to finance the purchase of a residence, an Appraiser will determine value based on an unemotional, analytical comparison of other properties that have sold. The agreed upon sales price must be at least equal to the appraisal or better, or the bank won't lend the full amount. With low interest rates, the majority of first time buyers and repeat buyers financed 80% or more of the purchase price.





"Priced Right" Explanation—Market Analysis

The decision of where to set the asking price is the most important step to set the stage in the marketing of your property. No amount of marketing can sell an overpriced property. The analysis is based on properties that can be considered similar to yours. The property analysis is divided into two categories:

- 1. Similar properties that are currently listed.
- 2. Similar properties that have recently sold.

By carefully studying the comparable property's location, features, and the terms under which they are offered, we can develop a picture of the potential market for your property.

By looking at the properties <u>currently listed</u>, we can see exactly what alternatives a serious buyer has to choose from. We can be certain that yours is priced properly for the market conditions and your expectations, and not over or under price the property.

By looking at the properties that have <u>recently sold</u>, we can see what other property owners have actually received over the last few months. This is the acid test that is used by lending institutions to determine value and how much they will be willing to lend a buyer for your property.

While we naturally want top market value for your property, we all know that there is a point where the price would be too high. By looking at the competition and actual sales, and pricing your property accordingly, we can get maximum dollar in a reasonable period of time. Ultimately other terms like close date, possession date and contingencies will come into consideration (along with the offered price) that will be of value to you.

Proven Strategy on How to get the Most \$\$\$\$

According to National Association of Realtors 2019 Profile of Home Buyers and Sellers, the longer a home is on the market, the more likely the selling price will be lower than the listing price and continue to drop the longer it doesn't sell. For those properties that were on the market for less than one week 80% sold at 100% or over their listing price. As the time on the market lengthens, the share of properties that sell below their listing price increases.

Exhibit 6-35: Sales Price Compared with Listing Price, by Number of Weeks Home Was on the Market

(Percentage Distribution of Sales Price as a Percent of Listing Price)

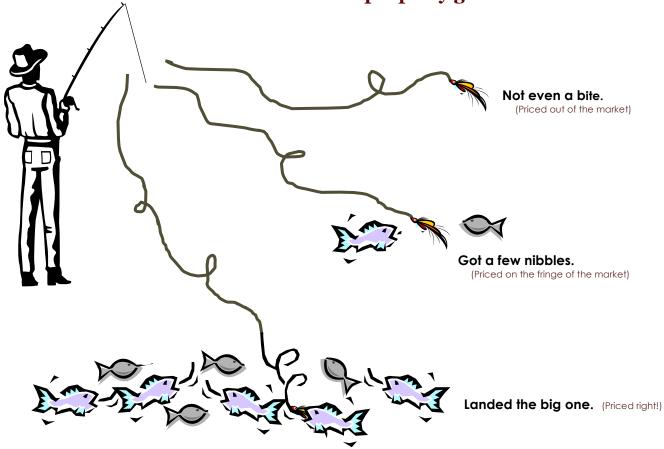
SELLERS WHOSE HOME WAS ON THE MARKET FOR

	ALL SELLERS	LESS THAN 1 WEEK	1 TO 2 WEEKS	3 TO 4 WEEKS	5 TO 8 WEEKS	9 TO 16 WEEKS	17 OR MORE WEEKS
Less than 90%	7%	2%	2%	5%	7%	8%	27%
90% to 94%	13%	3%	4%	12%	16%	28%	31%
95% to 99%	35%	17%	30%	40%	54%	42%	33%
100%	27%	51%	38%	28%	15%	14%	6%
101% to 110%	14%	25%	24%	10%	6%	5%	2%
More than 110%	3%	3%	3%	5%	3%	3%	1%
Median (sales price as a percent of listing price)	99%	100%	100%	99%	97%	96%	93%

^{*} Less than 1 percent

PRICING

3 things can happen when your property goes on the market.



Pricing Pearl

Most think that "Negotiations" begin

Most think that "Negotiations" begin

when an offer is made, when in actuality,

when an offer is made, when in actuality,

megotiations with the buyer really start

negotiations with the buyer really start

negotiations with the price.

When you set the price.

You've got to

when you set the property or there won't

get them to the property or there won't

be any offers to negotiate.

Buyer's Feedback on Price

- If there are no, or a low amount of inquiries and no showings:
 The market has rejected the price. We have missed the mark and we are in need of a significant repositioning, typically a minimum of 10%.
- 2. If there are some inquiries and showings, but no offers:
 Statistics tell us you should have an offer by the 10th showing. If this does not happen, it suggests a repositioning on price.
- 3. **If there are numerous inquiries followed by offers:** The price was right on the mark!





Words of Wisdom

Price your property high enough so that you can sleep at night, but not so high that buyers in the marketplace will feel that your property will be available for any length of time.

Exhibit 6-33: Sales Price Compared with Listing Price, by Seller Urgency

(Percentage Distribution of Sales Price as a Percent of Listing Price)

SELLER NEEDED TO SELL

% of Asking Price	ALL SELLERS	VERY URGENTLY	SOMEWHAT URGENTLY	NOT URGENTLY
Less than 90%	7%	12%	7%	5%
90% to 94%	13%	10%	18%	10%
95% to 99%	35%	34%	32%	38%
100%	27%	29%	24%	30%
101% to 110%	14%	12%	16%	13%
More than 110%	3%	3%	2%	3%
Median (sales price as a percent of listing price)	99%	99%	99%	99%

Exhibit 6-36: Number of Times Asking Price Was Reduced, by Number of Weeks Home Was on the Market

(Percentage Distribution)

SELLERS WHOSE HOME WAS ON THE MARKET FOR

# of Price reductions	ALL SELLERS	LESS THAN 1 WEEK	1 TO 2 WEEKS	3 TO 4 WEEKS	5 TO 8 WEEKS	9 TO 16 WEEKS	17 OR MORE WEEKS
None, did not reduce the asking price	60%	92%	86%	57%	44%	28%	13%
One	23%	8%	13%	33%	35%	32%	32%
Two	10%	*	1%	8%	16%	23%	27%
Three	4%	*	*	2%	4%	11%	15%
Four or more	3%	*	*	*	*	6%	13%

^{*} Less than 1 percent

THE CHOICE



Questions to ask your next agent:

1. How many years have you been selling real estate?

Are you full-time or just part-time?

Scott, Diana, Kellie, Dane and Drew are all licensed and selling real estate in the Flathead Valley full time. Scott has been licensed since 1981, Diana since 2000 and Kellie since 2004. Dane joined the team in 2011, Drew in 2014.

2. Do you sell more properties than other agents?

Yes, statistically, our number of sales far outnumber the average MLS agent.

3. What is your track record for the list price to the actual sales price and your average time on market?

Last year our team average was 94% of listed price for our seller clients. Also 55% of our listings sold in less than a year.

4. Do you have a support team?

Yes, besides the support within our team, we are supported by excellent title company services in both Flathead and Lake counties, computer experts and web designer. In our office, Connie Gunderson schedules showings.

5. What kind of technology do you utilize to service buyers and sellers?

We have 6 networked computers with daily MLS information, Listing & Sales documents and client database. Digital and video cameras, multi-page scanner and HP color laser printer are used to create documents. Additional technology includes voicemail, video editing software, PhotoShop, and contact mgmt software.

We use our Smart phones, voicemail and email daily to keep in contact with our office and clients. Our website on the internet contains great information about all of our listings (LastBestPlace.com aka FlatheadRealEstate.com).

6. What services do you provide for your commission?

In addition to great negotiating skills, the most important service is to advise you on pricing your property. Marketing and other services can be referred to in the pages titled "Target Marketing Plan" and "Personal Services" in this booklet.

7. Do you have professional designations?

Yes, designations are included in this presentation.

We have bought and sold through different Realtors. None were as conscientious nor as persevering in keeping us abreast of what the market was doing and what efforts were being made to move our property.

, - Larry Root

THE CHOICE

8. Does my property need any repairs or changing in any way?

Repairs will not be recommended unless indications from buyers would make it more saleable. However, we highly recommend that a home inspection be done immediately by a seller (if it is a residential property) to eliminate any bumps on the way to closing. Sellers are usually very surprised to see what items come to light, even in a very well maintained home. If they know about them at the time of listing it gives ample time to remedy (or disclose).

9. Can you provide me with all of the listing and sales forms so that I can read and understand them before entering a transaction?

Copies of any of the standard real estate forms can be provided to you at any time!

10. At what price would you agree to list my property?

We will review comparable sales in the area and discuss this important decision together. We will base our decision on the current market and your selling needs.

Exhibit 3-9: Where Buyer Found the Home They Purchased, 2001-2019

(Percentage Distribution) 100% 2% 90% 6% 4% 80% 70% 34% 31% 33% 60% 33% 34% 35% 50% 34% 3/19/ 40% 30% 20% 24% 10% 0% 2003 2004 2005 2006 2008 20,0 2014 2015 2007 2011 202 2023 Real estate agent Yard sign/open house sign Friend, relative or neighbor Home builder or their agent Directly from sellers/Knew the sellers Print newspaper advertisement Home book or magazine Other

*Less than 1 percent

TARGET MARKETING

















I'm sure we chose the right Realtor to do the job. Thanks again Scott, Your firm would certainly be my choice for another endeavor.

- Ken Munter

Effective Interactive Marketing

- Search Engines such as Google, Bing and Yahoo can be used to find real estate. While real estate specific sites like Zillow are popular, Google by far trumps them all in users for organic real estate searching. As a user, you can type in phrases that are specific to NW Montana and see what brokers and offices come up in the results. Then, check their websites for usability and rich content. We are sure you'll find the The Hollinger Team website, www.FlatheadRealEstate (also known as www.LastBestPlace.com) as one of the very best!
- Property is advertised on searchable sites on the internet:

The Team: LastBestPlace.com (aka FlatheadRealEstate.com)

MontanaLuxuryHomes.com

FlatheadMLS.com

FlatheadHomeFinder.com

<u>The Office</u>: Remax-Bigfork-MT.com

Regional MLS site: 406MLS.com

National & International Presence on most visited real estate websites:

#1 Zillow.com (36,000,000 monthly visitors)

#2 Trulia.com (23,000,000 monthly visitors)

#3 Yahoo! Homes (20,000,000 monthly visitors)

#4 REALTOR.com (18,000,000 monthly visitors)

#6 Homes.com (5,000,000 monthly visitors)

#9 Remax.com (1,800,000 monthly visitors)

Global.REMAX.com - RE/MAX's International website TheREMAXCollection.com (properties over \$900K) Google My Business—Hollinger Team page LoopNet.com (commercial/business listings only)

Immoviewer.com—360 degree visual tours

Our Mobile website FlatheadRealEstate.com is GPS enabled so iPhones and "smart" phones users can find properties near their cation.

Social Media

Facebook Team Page

YouTube Channel (video)

Vimeo Channel (video)

ADWerx—Social Media ads—One week national campaign

Marketing to Real Estate Offices

Approx 70% of buyers will be presented the property through another broker

- Detailed property information is input into Montana Regional Multiple Listing Service, available to over 1,200 regional brokers, salespersons, affiliates and appraisers from south of Missoula to the Canadian border.
- Promote property at MLS weekly broker meetings
- All information scanned to MLS online data to be retrieved efficiently by agents

Placement Marketing to Buyers

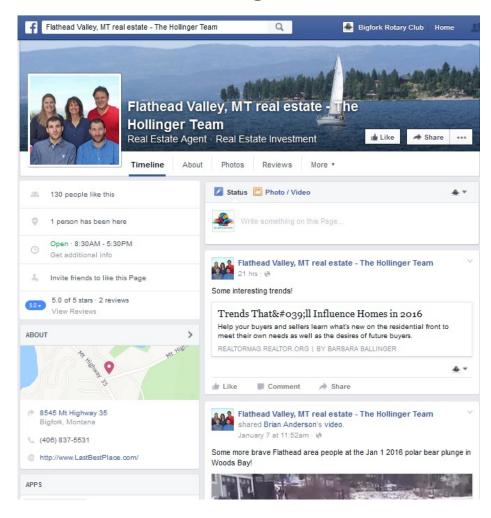
- Place RE/MAX sign on property where appropriate (6 % of sales come from signs!)
- Mailings or postcards to target market group and/or neighbors when appropriate



TARGET MARKETING



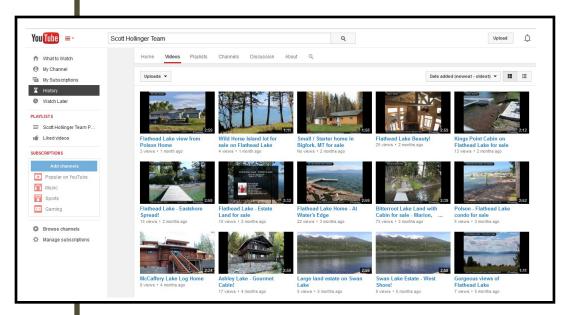
Social Media—Team Pages



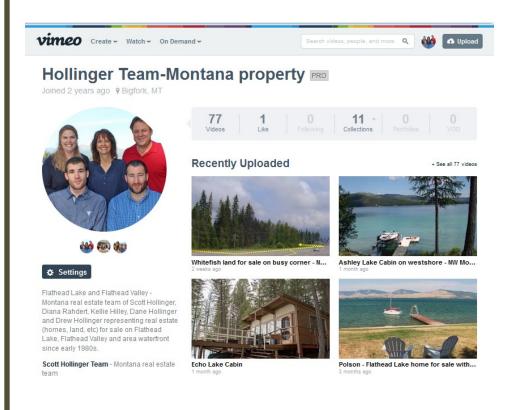
TARGET MARKETING

Video-Team Channels









The visual tour is amazing! We've been through it twice and thoroughly enjoyed it. You've done an outstanding job

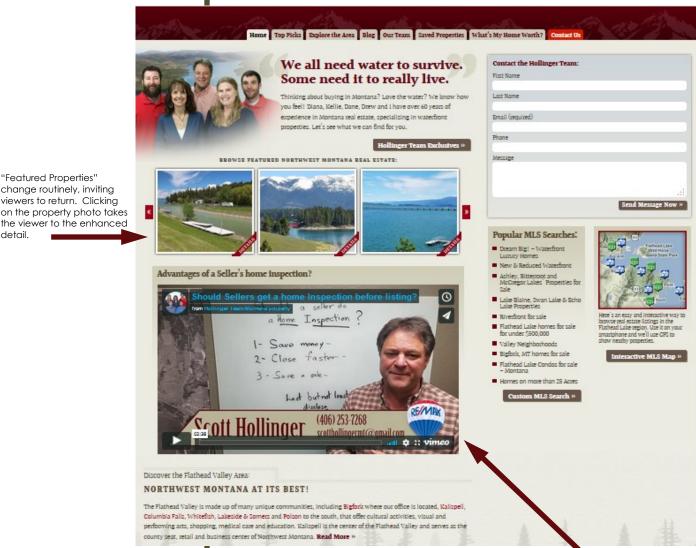
TARGET MARKETING TEAM WEBSITE

FlatheadRealEstate.com—HOME PAGE

FLATHEADREALESTATE.com averages 170 visitors per day, viewing on average 5 pages.

> "That's unheard of—if you get 3 pages per visitor, your site's going great."

> > Robert Rekward, Delicious Design



"Featured Properties" change routinely, inviting viewers to return. Clicking

detail

I would like to take the time to commend you user friendly website. We have referred to it for the last 3 years (at least). - Ryan & Jenn

One of the best websites I've seen... A lot of detail - Chuck

Videos are produced and posted with great market and real estate information for buyers and sellers.

TARGET MARKETING TEAM WEBSITE

LastBestPlace.com—Team's Top Picks

This is the entry point into the property search function of the website. Each dot represents one of the Hollinger Team listings or a featured listing from our Multiple Listing Service. Clicking on a dot takes the viewer to an enhanced presentation of the property.

LastBestPlace.com Tidbits

In 2019 there were 63,859 visitors to our website, Flathead RealEstate.com. The top US states where people are from who look at our website:

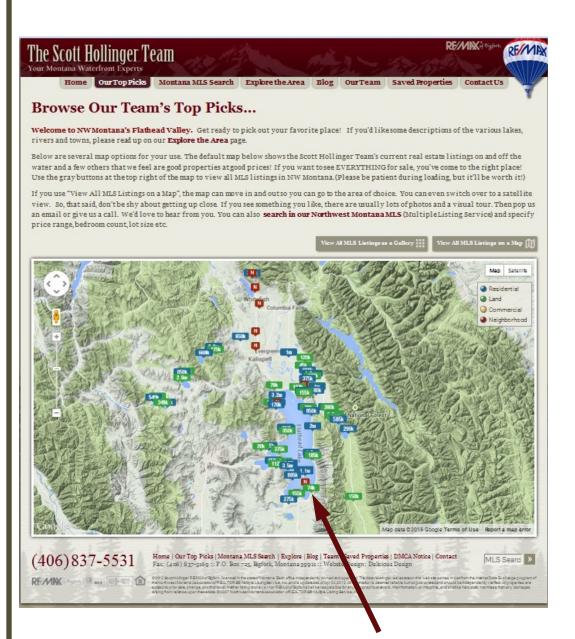
Montana Utah 11% California 10% Washington 6% Texas 6% Illinois 5% Colorado 4% Arizona 2.4% Florida 2% Idaho 2% Other States 20.6%

Top Country's visits:

US 87% Canada 11% International 2%

Google accounts for ten times the amount of traffic that directs to our website than any other search engine.

You have more of the listings we want to look at than any other agent, plus you specialize in what we want.
-Band BOIson



Click on a tag and the viewer sees full property information.

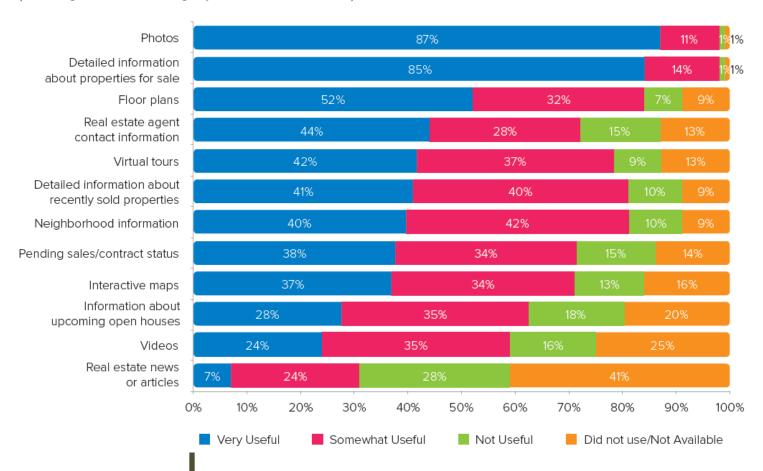
TARGET MARKETING TEAM WEBSITE

FlatheadRealEstate.com

Customers have clearly shown that the Internet is their "go-to" source. That's why we've spent countless hours making our website have what consumers are looking for.

Exhibit 3-17: Value of Website Features

(Percentage Distribution Among Buyers Who Used the Internet)



Source: 2019 National Association of REALTORS Profile of Home Buyers and Sellers

RE/MAX: THE COMPANY



You are not only a good real estate agent, you are a booster for our community.

- Roberta Nutting

With the help of Scott, Diana & Kellie, I have "down-sized" and have realized I can take the memories with me and go on with the "rest of my life." People like those three truly make Montana the Last Best Place. Thanks Gays—

LUCY RUCE

The Hollinger Team Sells ...

Choosing the Scott Hollinger Team means choosing your representative with a successful track record. There is a team attitude which is the key to personal success as part of the RE/MAX network.

What About "Floor Time"...

In many real estate offices, agents have what is called "floor time". This is when an agent is responsible for taking any incoming phone calls generated by real estate signs or ad calls, etc. What this means is that during this time any call on "Joe Agent's" listing would be taken by the floor person on duty and not necessarily by Joe Agent.

In the RE/MAX of Bigfork office, each agent is sent the calls that come in on their listings. This is extremely advantageous to you. After all, who knows more about the property or has paid money in advertising to make that phone ring. In other offices, the "floor time" agent could be a part-timer, an inexperienced agent who could fumble the call, or an agent who has never seen the property or knows its amenities. At RE/MAX, a higher quality first impression is many times what brings the transaction together.

Personal Financial Commitment...

You may not be aware that RE/MAX agents create their own marketing plan, finance their own advertising and promotions, personally follow through on sales from transaction to close, hire and train their personal support staff, etc. Agents from other offices generally have the corporate office take part in many of these items along with the cost. What this means is that each RE/MAX agent has made a **personal financial** outlay with each listing they accept. This is a powerful commitment of time, energy and their own dollars put to work for you.

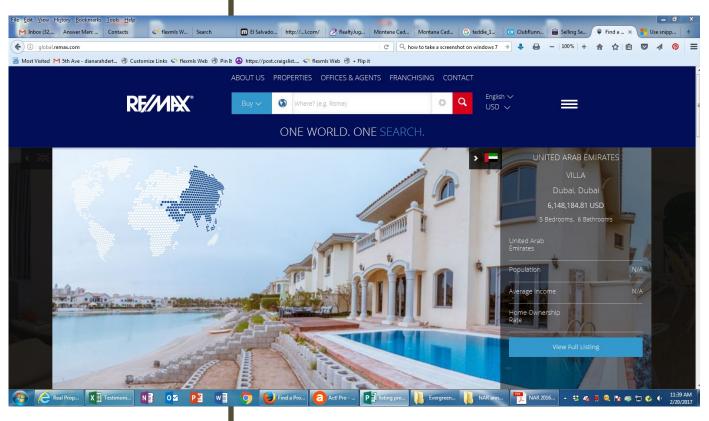




RE/MAX International Presence!

As the leading real estate network, RE/MAX is located in 130 countries! As such they have revolutionized their on-line presence in the global market. Buyers from all over the world can search for property in Montana with ease. The global website is translated into 48 languages! Check out **global.remax.com**

 With a presence in over 130 countries and territories, the RE/MAX network's global footprint is unmatched by any other real estate brand.







Branding Matters! RE/MAX - The National Reach

More buyers and sellers think of RE/MAX than any other real estate brand.

"Source: MMR Strategy Group study of unaided awareness among buyers, sellers, and those planning to buy or sell; asked, when they think of real estate brands, which ones come to mind?")





NOBODY IN THE WORLD SELLS MORE REAL ESTATE THAN RE/MAX

I appreciated your periodic apdates and comments... I wouldn't hesitate to recommend your services.

- Jeanne Lord

MOBILE TECHNOLOGY

Mobile Devices

www.FlatheadRealEstate.com goes Mobile!



Driving and see a sign?

Like a neighborhood?

Want a custom search?

Our website is now enhanced to work well on smaller screen sizes of Smartphones, iPhones and Tablets. Users just type in our website address in their browser and will be sent to the mobile site.

GPS enabled means that anyone who drives by a sign can see the price and details.

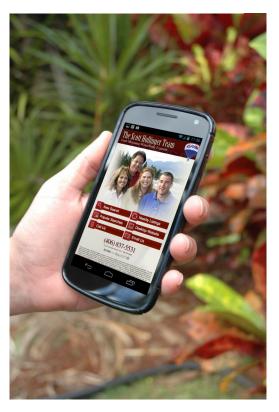
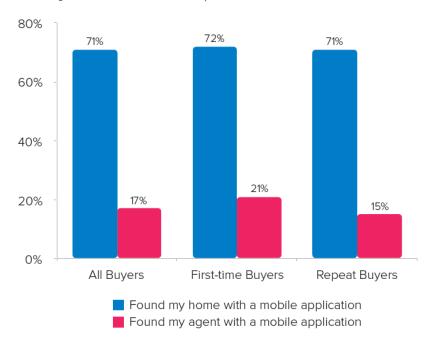


Exhibit 3-18: Mobile Search by First-Time and Repeat Buyers

(Percent of Respondents Among Those Who Used Mobile Search)



Source: 2019 National Association of REALTORS Profile of Home Buyers and Sellers

STAGES OF LISTING

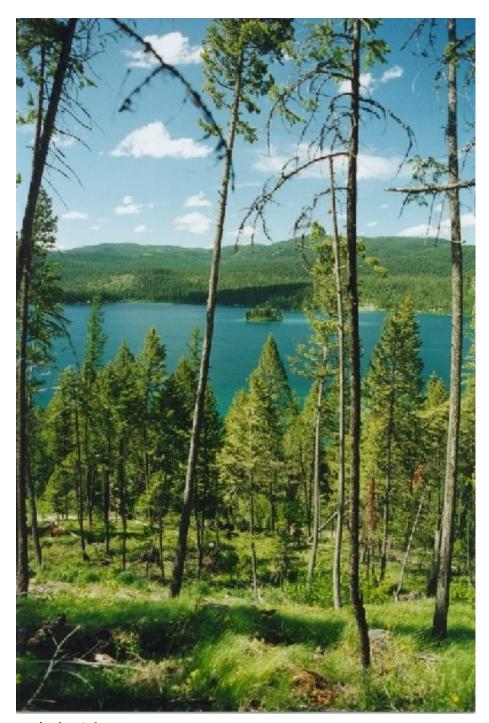


- ♦ Discuss the benefits of a home inspection and staging prior to listing
- Price range recommendation based on comparative market analysis with comments and suggestions as directed by real estate market and your urgency to sell
- ♦ Prepare, review and sign listing contract
- ♦ Prepare detailed file from site visit, county records and owner's records
- ♦ Photograph property, both single and panoramic (where appropriate)
- ♦ Create video (where appropriate)
- ♦ Arrange showings with potential buyers and their agents
- ♦ Pre-qualify potential buyers
- ♦ Watch other comparable listings and sale and keep you aware of these
- ♦ Present and discuss all offers with you
- ♦ Negotiate the transaction with you and the cooperating agent
- ♦ Confirm that any contingencies are completed
- ♦ Coordinate all parties at closing
- ♦ Other services and opportunity as arises...



Thank you for the packet on our property. It is nicely laid out and the virtual tour is most impressive.

- Bob Powell



Ashley Lake

5 BEST ACTIVITIES WHEN SELLING



Your representation and protection of our interests during the negotiations and sale of our home were invaluable and very much appreciated,

- Alan & Karla VanDyke

Activity #1 Price the property correctly from the start

Every seller wants to realize as much money as possible when they sell their property. But, a listing price that is too high often gets the seller LESS than a price that is at market value. The price must meet both the buyer's and seller's expectations. If your property is not priced competitively, buyers looking in your price range will reject your property in favor of other properties with more favorable amenities (larger home, more acreage or waterfront, better location). In addition, people who should be looking at your property will not see it because it is priced over their range. Overpricing usually increases time on the market and adds to the carrying costs. Ultimately, most overpriced properties sell below market value.

Activity #2 Showcase your Property

Homes: Have a home inspection completed before or during the initial listing phase. It is very surprising what the most conscientious homeowners will discover about their home. Owners who fail to maintain the integrity of their home by not making necessary repairs, who don't spruce up the house inside and out, touch up the paint and landscaping, and keep it clean and neat, can chase buyers away as rapidly as REALTORS can bring them. When people sell a car, they make any necessary major repairs (or disclose them), wash it, or maybe even detail it to get the highest possible price. Homes are no different.

Land: Land can be showcased too! First, make your property as accessible as possible. The addition of a road into the property, especially to a premium building site is sure to add to the excitement a buyer feels when looking for a piece of land to build on. Have your property corners well marked so the buyer doesn't have lingering questions about the boundary lines. Views are very important so you may want to consult with a tree trimmer or forest manager to showcase this important feature. Disclose any known easements, encroachments or septic evaluations. These assist the buyer in making a timely decision to purchase.

Activity #3 Use a soft sell during showings

Buying property is an emotional decision. People like to "try on" a home and walk the property and see if it is comfortable for them. It is difficult for them to do that if the seller is following/leading them around pointing out every improvement or feature. It may even have the opposite effect by making them feel like they are intruding on the seller's private space. It is highly recommended that during the showing, you leave the home or property. This gives the potential buyer more freedom to look around and speak freely with their agent, and it lets them discover things on their own. Try a tasteful sign to point out some hidden amenity that you feel they might miss. Also, buyers are really great at asking lots of questions when they have them.

5 BEST ACTIVITIES WHEN SELLING

Activity #4 Heed showing feedback

Sometimes it is difficult to see your property through the buyer's eyes because you have an emotional investment in the property. In order to help overcome this inherent weakness, the Scott Hollinger Team provides you with showing feedback to help you to improve the likelihood of a future offer. After each showing the team contacts the showing agent to get feedback from that agent's buyer about the showing quality. It is much easier to get an honest opinion of the property from the showing agent because they are merely repeating the concerns of their buyer. With your best interest at heart, you are asked to take this feedback with an open mind. Sometimes agents in other offices are not good about returning calls or sending the feedback form back, so don't be disappointed if feedback is not available for each showing.

Please understand that the buyer is viewing many properties and that your property is in competition with these. With thorough consideration of the feedback, your property can be positioned so your next showing is more successful. Taking measures like performing a pre-listing home inspection can eliminate many objections and likely produce a quicker, smoother, better sale.

Activity #5 Respond to all offers, even the low ones

Even a "basket-case" offer has the chance of coming together with good negotiating skills. Receiving a "low ball" offer can sometimes put sellers in a defensive mode. No matter how well a property is priced it is just in some buyer's nature to start out low. If your property is truly priced at market value, take the time to make a counter offer (even at the list price.) One cannot assume anything about a buyer. The team's rule for offers is to never to be the party where the negotiations stopped. We highly recommend making the effort to keep negotiations going until an agreement can be made. With many terms involved on both the seller and buyer sides, it may take several "back and forths" to find the middle ground for a Win-Win transaction.

"The Quick 10" in a tough market

- 1. You don't "start high".
- 2. You don't try to sell something that is dirty or needs repair.
- You don't expect to "sell quickly".
- You understand that if you hold on for too long to get the "better price", you can shoot yourself in the foot.
- You don't try to "do it yourself". You need professional help and marketing NOW more than you ever did before.
- 6. You don't take offense when your buyers low ball, or ask for a discount.
- 7. You don't cling to the idea that the price 6 months ago has anything to do with the price today.
- You understand you must get over your emotional attachments to the thing you want to sell.
- 9. You make it EASY for a buyer to buy.
- 10. You show compassion.

Someday, sellers will rise up and once again, make all the rules. Until then, sellers must understand this: It is exhausting for buyers to constantly dog paddle. And scary. Even if it is in a sea of ridiculously low prices.

Blog by Janet Guilbault- California Mortgage Advisor San Francisco Area - March 9, 2009

All of your ideas were of help in moving my property. Your team was right on the ball, always there with answers to our gaestions..

EXPERIENCE



Scott Hollinger



Diana Rahdert Kellie Hilley

The Hollinger Team

TEAM Real Estate Awards

RE/MAX Team Sales - Montana—1st Place 2000, 2001, 2003, 2004, 2005, 2009, 2010, 2011, 2012 2nd Place 2002, 2006, 2007, 2013, 2014, 2015, 2018 10th place recognition for Team Sales within entire RE/MAX Pacific Northwest Region—2013

TEAM Real Estate Education

Star Power Universities—Advanced education by real estate industry leader Howard Brinton Real Estate Team Buildina **Buyer Specialization Course** Listing Specialization Course

Tom Ferry Coaching Seminar

NW MT Association of Realtors—Continuing education credits hours—12/year for each member

Scott Hollinger—Team Lead Broker Licensed in real estate - 1978 and opened RE/MAX of Bigfork - 1984

Designations & Awards:

RE/MAX Circle of Legends—2018

RE/MAX Platinum Club - 2008, 2009, 2010, 2011, 2012, 2013, 2015

RE/MAX Chairman's Club-2003, 2004, 2005, 2006, 2007, 2013

RE/MAX Lifetime Achievement award—2003

Rated in Top 1% in sales within RE/MAX every year since 1988

Graduate Real Estate Institute (GRI) designation -1983

Qualifications: Three years of graduate level educational seminars

Certified Residential Specialist (CRS) designation -1993

Qualifications: 10 yrs experience, over 100 properties sold, educational seminars

Certified Real Estate Brokerage Manager (CRB) designation -1999

Qualifications: 10 yrs managing real estate business, educational seminars CDPE Designation 2009 - "Certified Distressed Property Experts" education

Past/Present Activities:

Past president of Flathead Marketing Forum (1031 Exchange Group)

RE/MAX International Convention Panel Speaker for 2001, 2003, 2004, 2009, 2011

Bigfork Land Use Advisory Committee, past Chair

Flathead County Board of Adjustments Chair

Past State Director of MT Association of Realtors

NW MT Assoc. of Realtors Director and Professional Standards Committee Member

Angel Flight Pilot

LEAP after school program Volunteer

Red Cross Blood Drive Donor regularly

Hobbies include: Skiing, Swimming, Fishing, Sailing, Flying, Ice Skating, Hiking and Kayaking

Diana Rahdert-Team Broker

Designations & Awards:

RE/MAX Hall of Fame 2018

RE/MAX Executive Club 2005, 2006, 2012, 2013, 2014, 2016

RE/MAX 100% Club 2015

Graduate Real Estate Institute (GRI) designation -2015

Qualifications: Three years of educational seminars

CDPE Designation 2009- "Certified Distressed Property Experts" education

Present/Past Activities:

Rotary Club of Bigfork Past President & Rotary Noon Club Member

Flathead Community Foundation "Women Who Wine" member

Friends of Bigfork Schools - Past Director of annual Variety show

Bigfork Playhouse Children's Theater Fundraiser

Bigfork Chamber of Commerce Member

LEAP after school program Volunteer

Flathead Building Association Member

Hobbies include: Reading, Camping, Kayaking, Cooking

Kellie Hilley—Team Associate

Graduate Real Estate Institute (GRI) designation -2007

Qualifications: Three years of educational seminars

CDPE Designation 2009- "Certified Distressed Property Experts" education

Past/Present Activities:

Road to Recovery volunteer driver

PEO member

America Reads volunteer

ACES after school program mentor

First Descents Cancer Camp Wyldlife youth volunteer

Hobbies include: Reading, Bible Study, Cooking, Run, Bike, Swim

EXPERIENCE



We want to thank you for selling our property in a professional and courteous manner. We were surprised and amazed that it was done in such an easy and effortless way...

- Don & Betty Trankle

I have the greatest confidence in you concerning any property we may buy or sell.

- The Hoopers



Dane Hollinger Team Broker

Designations

Graduate Real Estate Institute (GRI) designation—
Completed 1st year toward degree 2015
Qualifications: Three years of educational seminars
RE/MAX Executive Club 2015, 2017
RE/MAX 100% Club 2016

Present/Past Activities:

Bigfork Innovation Group Member The Hunting Film Tour for Mule Deer Foundation, Chair Hobbies include: Hunting, Traveling



Drew Hollinger Team Associate

Designations:

Graduate Real Estate Institute (GRI) designation—2017 Qualifications: Three years of educational seminars RE/MAX Executive Club 2016

Present/Past Activities:

Hobbies include: Wakeboarding, Photography, Drones Owner Bigfork Wakeboard Academy

Exhibit 4-12: How Buyer Found Real Estate Agent, First-Time and Repeat Buyers

(Percentage Distribution)

	ALL BUYERS	FIRST-TIME BUYERS	REPEAT BUYERS
Referred by (or is) a friend, neighbor or relative	41%	51%	35%
Used agent previously to buy or sell a home	12%	2%	18%
Inquired about specific property viewed online	7%	8%	6%
Referred by another real estate agent/broker	6%	6%	6%
Website (without a specific reference)	5%	5%	5%
Visited an open house and met agent	5%	5%	5%
Personal contact by agent (telephone, e-mail, etc.)	4%	4%	4%
Saw contact information on For Sale/Open House sign	3%	2%	3%
Referred through employer or relocation company	2%	1%	3%
Walked into or called office and agent was on duty	1%	1%	2%
Mobile or tablet application	1%	2%	1%
Direct mail (newsletter, flyer, postcard, etc.)	•		•
Saw the agent's social media page without a connection			*
Newspaper, Yellow Pages or home book ad	•		*
Advertising specialty (calendar, magnet, etc.)	*		*
Crowdsourcing through social media/knew the person through social media	•		*
Other	11%	11%	11%

^{*}Less than 1 percent

Source: 2019 National Association of REALTORS Profile of Home Buyers and Sellers







Misc Statistics

Exhibit 3–3: Information Sources Used in Home Search, by First-Time and Repeat Buyers, and Buyers of New and Previously Owned Homes

(Percent of Respondents)

BUYERS OF

	ALL BUYERS	FIRST-TIME BUYERS	REPEAT BUYERS	NEW HOMES	PREVIOUSLY OWNED HOMES
Online website	93%	95%	93%	91%	94%
Real estate agent	87%	86%	87%	79%	87%
Mobile or tablet search device	73%	80%	69%	64%	74%
Open house	51%	49%	51%	48%	51%
Yard sign	39%	37%	39%	36%	39%
Online video site	35%	30%	39%	35%	36%
Home builder	15%	10%	18%	63%	8%
Print newspaper advertisement	11%	8%	11%	13%	9%
Home book or magazine	7%	6%	9%	14%	7%
Billboard	4%	4%	4%	14%	2%
Relocation company	3%	1%	2%	4%	2%
Television	3%	2%	2%	6%	2%

Exhibit 2-20: Size of Home Purchased, by Adult Composition of Household

(Percentage Distribution)

ADULT COMPOSITION OF HOUSEHOLD

CHILDREN IN HOME

	ADULT COMPOSITION OF HOUSEHOLD						CHILDREN	I IN HOME
	ALL BUYERS	MARRIED COUPLE	SINGLE FEMALE	SINGLE MALE	UNMARRIED COUPLE	OTHER	CHILDREN UNDER 18 IN HOME	NO CHILDREN IN HOME
1,000 sq ft or less	*	*	1%	*	*	*	*	*
1,001 to 1,500 sq ft	16%	10%	29%	32%	21%	17%	12%	18%
1,501 to 2,000 sq ft	28%	23%	39%	32%	31%	35%	20%	31%
2,001 to 2,500 sq ft	25%	27%	20%	21%	26%	22%	25%	25%
2,501 to 3,000 sq ft	13%	15%	5%	8%	14%	14%	15%	12%
3,001 to 3,500 sq ft	9%	13%	4%	4%	5%	8%	13%	7%
3,501 sq ft or more	9%	12%	2%	2%	3%	4%	13%	6%
Median (sq ft)	1,850	2,020	1,500	1,500	1,700	1,750	2,080	1,750

^{*} Less than 1 percent

Source: 2019 National Association of REALTORS Profile of Home Buyers and Sellers



Absorption Rate - RESIDENTIAL

shown by Price Range — 2019

Absorption Rates give us an indication of how long it will take for Listed properties to be fully sold out based on last year's rate of sale as reported in the NW Montana MLS in Flathead and Lake Counties. In other words, if no new properties came on the market, we could predict how many months it would take to have all of the properties sell in each price class given consistent rates of sale.

The Absorption Rates shown is generated by taking the number of properties remaining on the market and dividing it by the average rate per month of properties that actually sold. For example if 5 properties sold each year and there are 20 on the market, it would take 4 years to sell out completely.

SOLD Price Range	# Sold in 2019	Active as of 12/31/2019	Absorption Rate 2019	Absorption Rate 2018	Absorption Rate 2017	Absorption Rate 2016
\$0—\$200,000	332	52	2 mo	2 mo	2 mo	3 mo
\$200,000 - \$250,000	378	81	2 mo	3 mo	3 mo	3 mo
\$250,000 - \$300,000	375	96	3 mo	3 mo	3 mo	5 mo
\$300,000 - \$350,000	289	82	3 mo	3 mo	4 mo	6 mo
\$350,000 - \$400,000	228	99	4 mo	5 mo	5 mo	10 mo
\$400,000 - \$450,000	143	65	4 mo	5 mo	6 mo	8 mo
\$450,000 - \$500,000	111	61	3 mo	7 mo	9 mo	1.2 yrs
\$500,000 - \$550,000	77	34	3 mo	5 mo	9 mo	10 mo
\$550,000 - \$600,000	59	44	5 mo	9 mo	1 yr	2.3 yrs
\$600,000 - \$650,000	34	37	9 mo	1.1 yr	9 mo	1.2 yrs
\$650,000 - \$700,000	32	33	11 mo	1 yr	1.5 yr	2.4 yrs
\$700,000 - \$750,000	24	24	9 mo	1 yr	1 yr	8.6 mo
\$750,000 - \$800,000	25	38	11 mo	1.5 yr	1.2 yr	3 yrs
\$800,000 - \$850,000	9	11	11 mo	1.3 yr	9 mo	1.2 yrs
\$850,000 - \$900,000	12	24	1 yr	2 yr	1.1 yr	2 yrs
\$900,000 - \$950,000	8	13	11 mo	1.7 yr	10 mo	1 yr
\$950,000 -1 million	11	20	1.5 yrs	1.8 yr	4.6 yr	4 yrs
1 million - \$1,250,000	27	23	9 mo	10 mo	2.3 yr	1.6 yrs
\$1,250,000—1.5 million	26	54	1.7 yrs	2 yr	4.6 yr	2.7 yrs
1.5 million - 2 million	19	59	1.4 yrs	3 yr	4.2 yr	5.9 yrs
2 million - 3 million	12	40	1.9 yrs	3.3 yr	4.2 yr	4 yrs
Over 3 million	7	42	9 yrs	6 yr	11.4 yr	11.6 yrs



Absorption Rate - LAND

shown by Price Range for 2018

Absorption Rates give us an indication of how long it will take for Listed properties to be fully sold out based on last year's rate of sale as reported in the NW Montana MLS. In other words, if no new properties came on the market, we could predict how many months it would take to have all of the properties sell in each price class given consistent rates of sale.

The Absorption Rates shown is generated by taking the number of properties remaining on the market and dividing it by the number that actually sold. For example if 5 properties sold and there are 20 on the market, it would take 4 years to sell out completely.

SOLD Price	# Sold In 2019	# For Sale as of 12/31/2019	Absorption Rate 2019	Absorption Rate 2018	Absorption Rate 2017	Absorption Rate 2016
0-\$50,000	107	116	1.1 yr	1.3 yr	11 mo	1.7 yr
\$50,000 - \$100,000	289	334	1.2 yr	1.2 yr	1.4 yr	2.1 yr
\$100,000 - \$150,000	177	187	1.1 yr	1.5 yr	1.6 yr	2.2 yr
\$150,000 - \$200,000	128/	170	1.3 yr	2.2 yr	2.6 yr	3.4 yr
\$200,000-\$250,000	52	57	1.1 yr	1.5 yr	1.8 yr	2.7 yr
\$250,000-\$300,000	25	58	2.3 yr	1.8 yr	2.9 yr	3.8 yr
\$300,000-\$400,000	35	73	2.1 yr	1.9 yr	4.3 yr	8.4 yr
\$400,000-\$500,000	23	51	2.2 yr	1.9 yr	3.4 yr	3 yr
\$500,000-\$750,000	19	48	2.5 yr	1.7 yr	4.3 yr	9.8 yr
\$750,000 -1 million	13	38	2.9 yr	3.7 yr	3.4 yr	4.9 yr
1 million - 2 million	6	41	6.8 yr	8 yr	12 yr	10.8 yr
Over 2 million	3	33	11 yr	10.3 yr	35 yr	11.4 yr

Appendix C

Estimated Proceeds

When you have a sale on your property, the title company will prepare a settlement statement for the transaction. The following worksheet lists many of the common items you will find on your settlement statement. There may however, be other expenses that are particular to your sale not noted below.

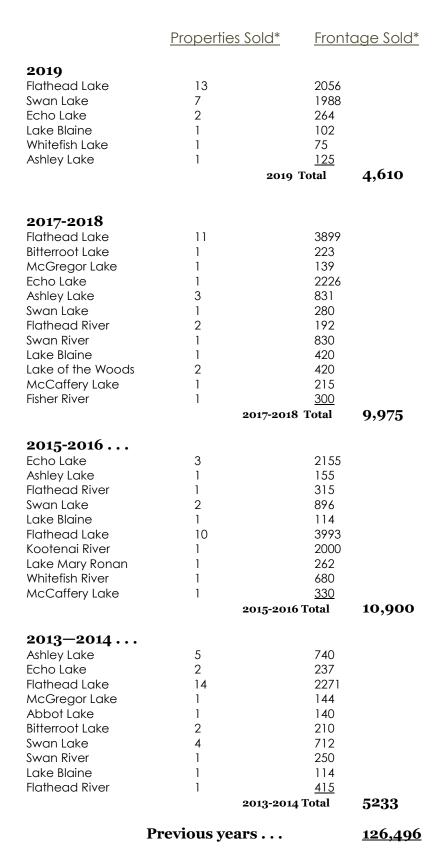
Selling Price		
Less Expenses of Sale: Title Insurance Escrow Opening Fee (if any) Title Company fee (Closing Agent) Commission to Broker Property Tax prorated Express Mail charges Repairs required for sale Survey/corner marking costs	(No	ote: Marking corners is best taken
Septic pumping Other Total Expenses		care of at the time of listing.)
Net after Expenses		
Mortgage(s) outstanding Taxes outstanding (for current or past of the liens/debt (ie Home equity loan Total		
Procee	ds	
Other considerations— Holding Costs for Time on Market (Mortgage, taxes, HOA fees, utilities, etc)		
Ending N	NET to Seller	

The Hollinger Team

406.837.5531 FlatheadRealEstate.com REMAX of Bigfork 8545 Hwy 35 PO Box 725 Bigfork, MT 59911

Waterfront Statistics for The Hollinger Team

A	p	p	e	n	d	ix	D
-		7	7				ATTE .





*Running Total of Waterfront Feet Sold ... 157,214



Thank you for taking the time to read this presentation. Our team of professionals has only one goal in mind . . . To exceed your expectations in the Last Best Place. A majority of our business comes from clients satisfied enough to call us again and recommend us to their friends and relatives. We're proud of this fact and would be honored to serve you as well.

Representing NW Montana 406.837.5531

THE HOLLINGER TEAM
www.LastBestPlace.com

Respectfully, Scott, Diana, Kellie, Dane & Drew

THE HOLLINGER TEAM