RatePlug

RatePlug FAQ's for Brokers and Agents using OneHome™

1) What is RatePlug?

RatePlug is a program designed to display live lending information within property listing information. RatePlug will be made available within the Matrix™ MLS System for Agents, and within OneHome for buyers working with participating Agents. Once an Agent opts into the program via an online form, RatePlug's mortgage payment information will be available to their buyers on every property viewed through OneHome. The Broker or Agent determines the Lender(s) that will be displayed.

2) How does an Agent or sign up?

The Agent or Broker can go to www.rateplug.com and click on "RatePlug for Agents" and the "Enroll Today" tab to enter their MLS ID number and provide their Loan Officer information. **For Brokers;** if the Broker is just enrolling themselves as an individual, they can follow the same procedures above, if they would like to assign a lender to all the agents in their office, they can request a Broker enrollment form from RatePlug by calling 1-877-710-0808.

3) Once I enroll, what is the next step?

Once you have enrolled online and designated the lender(s) you would like to display, RatePlug contacts those lenders to inform them of your enrollment and to get them to participate with you. This process might take a week or two to get them registered and trained. RatePlug will keep you apprised of the progress we are making and might encourage you to reach out as well to let your lender know you are trying to partner up through RatePlug. If the lender you referred is already active in RatePlug, your account will go active immediately and you will receive confirmation.

4) Do I have to have a Lender to Participate?

Yes, the magic of RatePlug is the display of real-time mortgage payments on listings, if you do not have a lender participating there is no mortgage information to display.

5) What If my lender does not want to participate? Can I still use RatePlug?

If we are unsuccessful in getting your lender to participate, we can provide you with a list of active lenders in your market to select if you would still like to provide payment information to your homebuyers.

6) What is the cost to an Agent?

There are no additional costs for MLS members to participate. Rateplug is just one of the suite of services offered to your through your MLS membership. *Lenders do pay a license fee to be displayed.*

7) How does an Agent benefit from RatePlug?

RatePlug provides a valuable home affordability tool for your homebuyers to assist them in identifying properties they can truly afford. RatePlug also identifies if listings may be eligible for special financing programs such as FHA, VA or USDA. An additional feature is co-branded property flyers for listings and open house events. Agents using RatePlug are also experiencing a shorter "contact to contract" timeframe than their non-RatePlug using colleagues.

8) How many Loan Officers can an Agent display on property listings?

While only one is required for the Program to function, RatePlug can accommodate multiple Loan Officers in our displays if you work with more than one lender.

9) Is there a cost to a Loan Officer to be part of the program?

Yes, Loan Officers pay a license fee to be displayed. Pricing is available on our website under Lenders Learn More tab.

10) How do I view the RatePlug displays through my MLS?

For participating Agents, RatePlug is integrated into the Matrix system as an agent facing report or as a link embedded on an existing report option. For buyers to view payment information, RatePlug displays will automatically be included on listings viewed through OneHome by clicking on 'Breakdown of Monthly Costs' in the right hand column.

11) Does RatePlug only display on my listings?

RatePlug will display on any listing that you send to your homebuyers through OneHome regardless of whether or not you are the listing agent, and only your lenders will be displayed on those listings.

12) Why does RatePlug not display on my property listings on occasion?

Keeping mortgage rates up to date is crucial. If your affiliated Loan Officer does not update their rates within a 5-day period, the display will be temporarily disabled. Once they update rates they are automatically placed back on display. RatePlug has an automated notification process to notify lenders when their rates are out of date.

13) Do I need to install any software to use this program?

No you do not. Simply enroll online and refer the lender or lenders you want to have displayed.

14) What is the RatePlug Property Flyer Program?

RatePlug Property Flyer System is a program designed to provide co-branded marketing flyers for an Agent's listings and open house events. There are multiple templates available, and the Agent should work with their lender to choose a layout.

15) Is the RatePlug Property Flyer System only available for my listings?

Yes, the Loan Officer has no search abilities within the database. They can only create flyers for properties you list within the MLS database.

16) Can I add or remove a lender after I enroll in RatePlug?

Yes, once you enroll. you will be provided log in credentials to access your RatePlug account. After logging in, you can view and edit your account settings, add or remove lending partners, request flyers, and view special financing options for your listings. RatePlug's member pages also include guided "WalkMe" tutorials on how to use the Program.

17) How to I contact RatePlug with questions?

You can either email support@rateplug.com or you can call direct at 877-710-0808 for customer service.