

# U.S. & Canada NPS FAQ<sup>2024</sup>

## QUESTION:

What is NPS?

## ANSWER:

NPS stands for **Net Promoter Score**. It's a system used by top companies around the world to measure customer satisfaction through surveys. Decades of widespread adoption in well-respected companies like Apple, Charles Schwab and Progressive Insurance have proven that NPS is the most effective tool for providing a great customer experience.

## QUESTION:

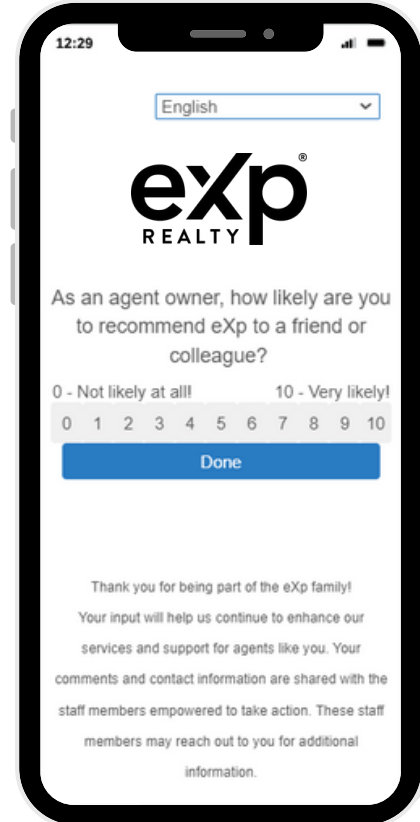
What is an eXp NPS survey?

## ANSWER:

It's a **quick three question survey** that asks:

- As an agent owner, how likely are you to recommend eXp Realty to a friend or colleague? on a scale from 0-10, with 0 being the worst and 10 the best.
- What most influenced you to give us this score?
- Is there anything we could have done to make your experience more exceptional?

A text field for both questions allows you to enter feedback to let us know what you like and how we can improve for our agents.



## QUESTION:

How does eXp use these surveys?

## ANSWER:

We use the first question to calculate our NPS Score and determine where we are doing well and where we need to improve. We use the comments to identify specific ways we can improve your agent experience.

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## QUESTION:

How will I get the NPS survey?

## ANSWER:

Surveys are emailed to your @exprealty.com email address, like many eXp newsletters and comms. The email will be from "eXp NPS Survey" with the email address noreply@exprealty.com. The subject line varies for each survey to encourage participation, but always includes the name of the survey, for example: "We're All Ears! Take our 45-Day NPS Survey and Shape the Future!"

## QUESTION:

When will I receive my NPS surveys?

## ANSWER:

We send NPS Surveys throughout your journey at eXp! Here is a timeline of when to expect an NPS Survey:

- 1 Beginning with your onboarding and integration, at about 14 days after your join date, then again at the 45-day mark and after that every 90 days.
- 2 After you close your first two transactions of the month.
- 3 After closing a ticket with our eXpert Care Desk.
- 4 7 days after being paired with a mentor, after closing a transaction within the Mentor Program and after you graduate.
- 5 We also offer an active NPS survey within your My eXp Live dashboard that agents can participate in up to two times a month.

You could also receive a survey after events, after completing one of our eXp University Trainings or at any time during your journey!

## QUESTION:

Is the survey available in different languages?

## ANSWER:

Yes, surveys are available in multiple languages including Spanish, French, Greek Portuguese, Brazilian Portuguese, Italian, German, Polish, Hebrew, Hindi, Arabic & Chinese. By default, surveys are sent out based on a country's preferred language. For example, agents in Greece will automatically receive their surveys in Greek.

To change the language of your surveys:

- Click on a numerical value that you wish to rate your experience with eXp.
- The survey will open up to a new page and in the top right hand corner will be a drop down menu where you can select your preferred language.

All following surveys will be delivered in the preferred language.

## QUESTION:

Is my survey anonymous?

## ANSWER:

No, these are not anonymous. A limited number of NPS and vital staff members will see your comment and name. One of the most important parts of NPS is closing the loop. That means if you mention an issue in your survey, someone will contact you to help resolve it. However, your comments are never published or shared outside the team working on resolutions.

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## QUESTION:

Is the NPS survey about attracting agents?

## ANSWER:

The NPS survey is not about agent attraction - even though we ask how likely you are to recommend us. Think of it this way, when people have an amazing experience at a restaurant, they are very likely to tell friends about it so they can have a great experience, too! **We want to know if your experience at eXp is something you would tell your friends about.**

## QUESTION:

Why should I take the survey?

## ANSWER:

**Your feedback is extremely valuable!** It lets us know straight from the source what you need. We read the responses to improve processes, systems, training, benefits, and everything else that matters to agents. It's best to spend a couple minutes completing them right away if possible, to make sure your voice is heard. Timing is important and they do expire.

## QUESTION:

Where can I get more information about NPS?

## ANSWER:

Join the NPS Workplace group: eXp NPS: [Measuring What Matters](#)

## QUESTION:

I've never received a survey.  
Who can help me find out why?

## ANSWER:

The quickest and easiest way to ask about your NPS surveys is to send an email to [NPSteam@exprealty.net](mailto:NPSteam@exprealty.net).

**Please add us to your contacts /or add a filter.**

- 1 Create a filter by clicking on the wheel icon in the top right corner, then settings.
- 2 Click on Filters and then Create a new filter.
- 3 Enter (noreply@exprealty.com) in the From field.
- 4 Click Create filter with this search.
- 5 In the box headed "When a message arrives that matches this search" select Never send it to spam.
- 6 Click the Create filter button.