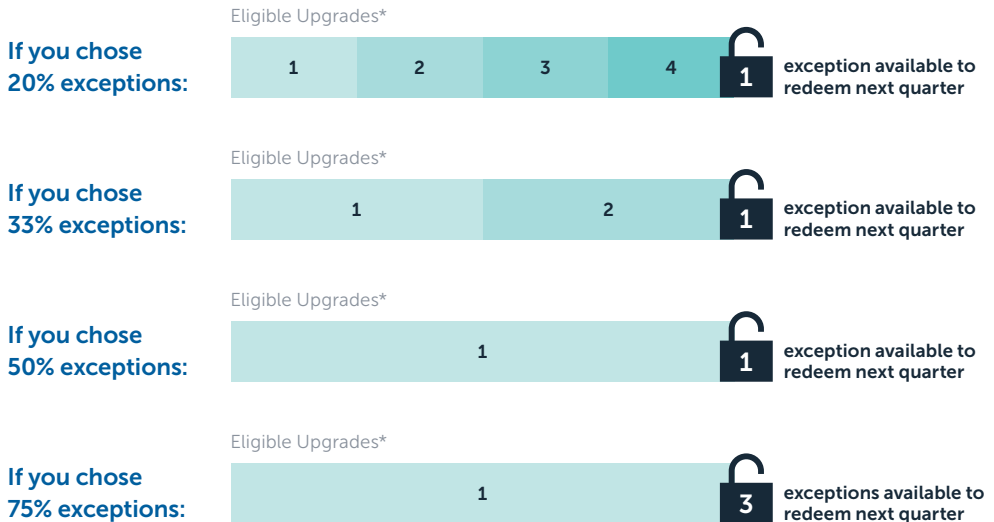


Unlocking your Flexi-Premium Benefits

Congratulations on securing your Flexi-Premium subscription. Here's a guide to help you access the flexible benefits you are entitled to.

What are exceptions?

An exception is a request to downgrade a listing. When your agency opted for a Flexi-Premium subscription, they will have elected for either 20%, 33%, 50% or 75% exceptions to your agreement. Exceptions are calculated quarterly as follows:



How do I find out my exception entitlement?

At the end of each quarter your listed email address will be sent a notification with the number of exceptions your office is entitled to the following quarter. These are calculated based on the number of eligible upgrades purchased in that timeframe.

All exceptions must be redeemed in the allocated quarter. Any exceptions not redeemed in that given timeframe will be forfeited.

*"Eligible Upgrades" means unique paid upgraded listings that you uploaded to realcommercial.com.au in your Contracted Channel, at the depth level set out in your Flexi-Premium All Depth Contract, or a higher depth level. Listings which are downgraded using an Exception are not counted as Eligible Upgrades.

Requesting an exception or changes to your listing

Manage your listings via our helpful online form.

Step 1

Visit the following URL to access the request form: rca.to/flexi-req

Step 2

Enter your Name, Email Address and Agent ID.

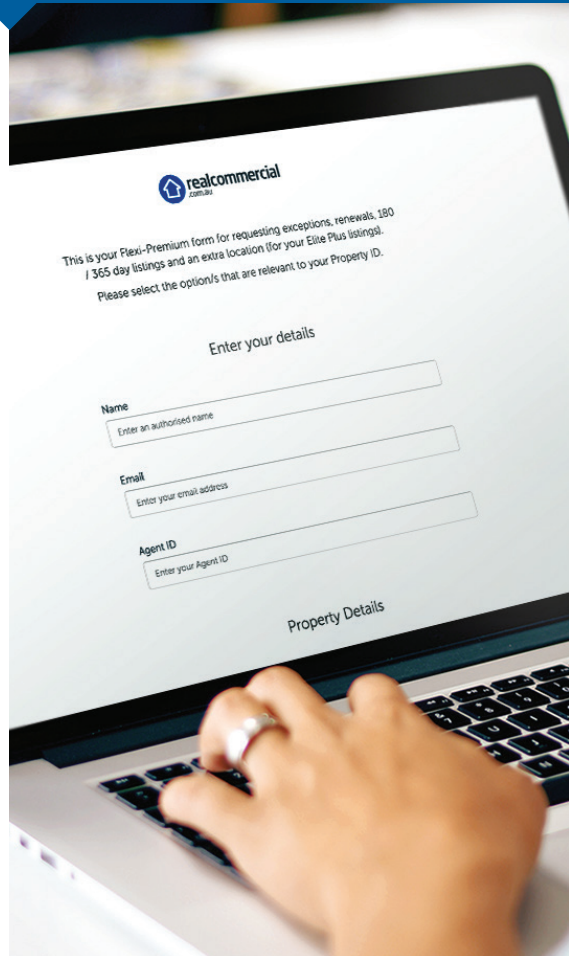
Step 3

Enter your Property ID and choose from the available options.

Step 4

Click *Submit*.

Repeat Steps 3 and 4 to submit a request for another Property ID.



For more information contact your Account Manager or call us on 1300 134 174

