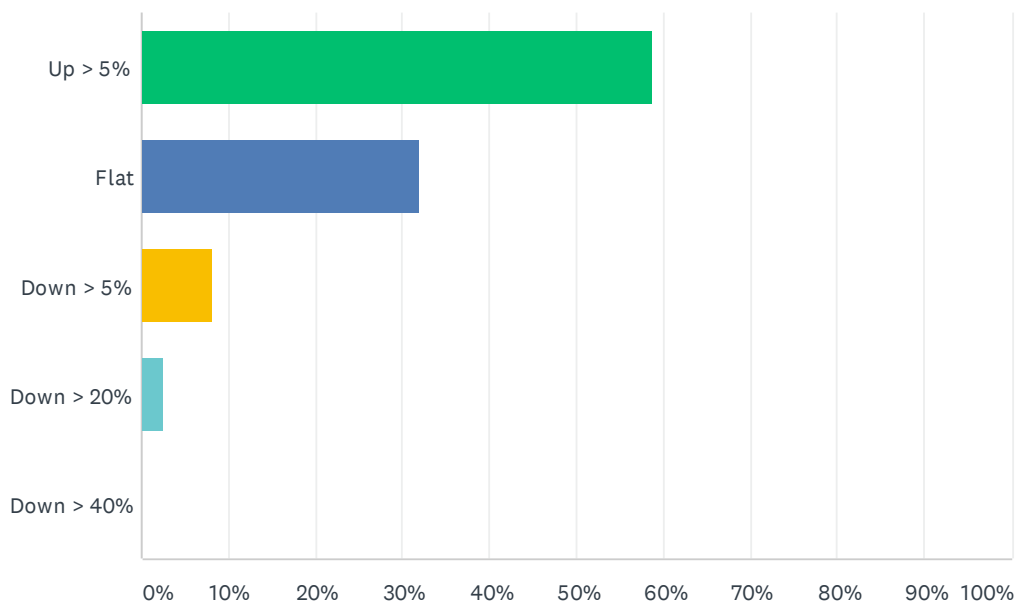


Q2 What do you think the direction of home sales will be in your market for the next three months?

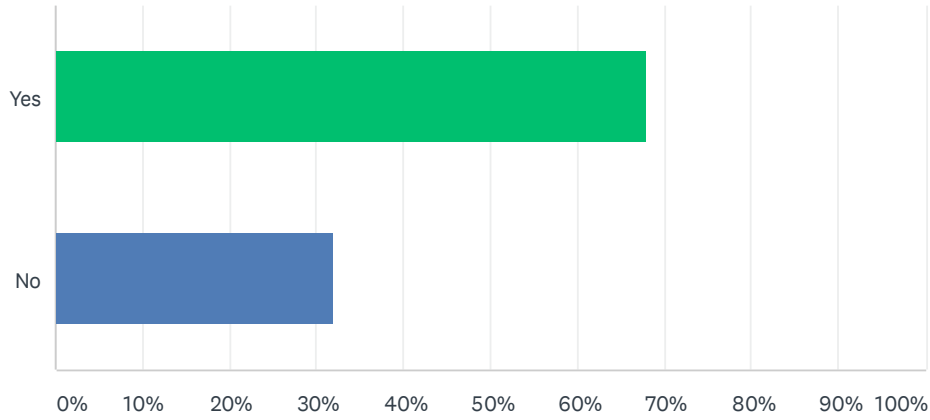
Answered: 194 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|------------------------|-----------|-----|
| Up > 5% | 58.76% | 114 |
| Flat | 31.96% | 62 |
| Down > 5% | 8.25% | 16 |
| Down > 20% | 2.58% | 5 |
| Down > 40% | 0.00% | 0 |
| Total Respondents: 194 | | |

Q3 Has your company put a greater emphasis on diversity and inclusion?

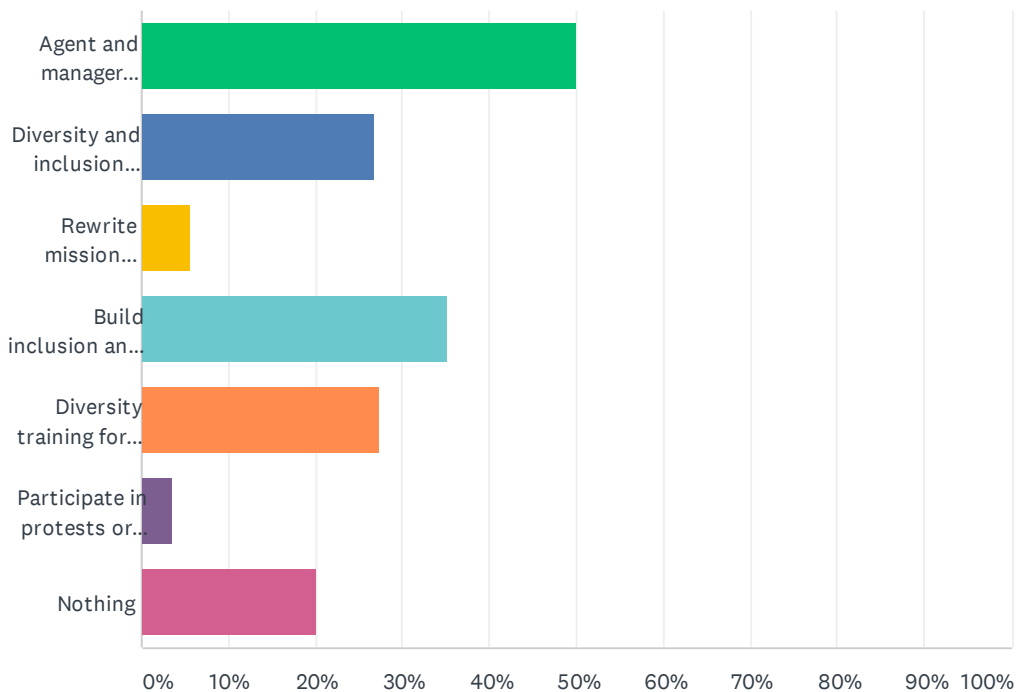
Answered: 194 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 68.04% | 132 |
| No | 31.96% | 62 |
| TOTAL | | 194 |

Q4 What are you doing to promote diversity and inclusion? Remember that diversity and inclusion are about more than race.

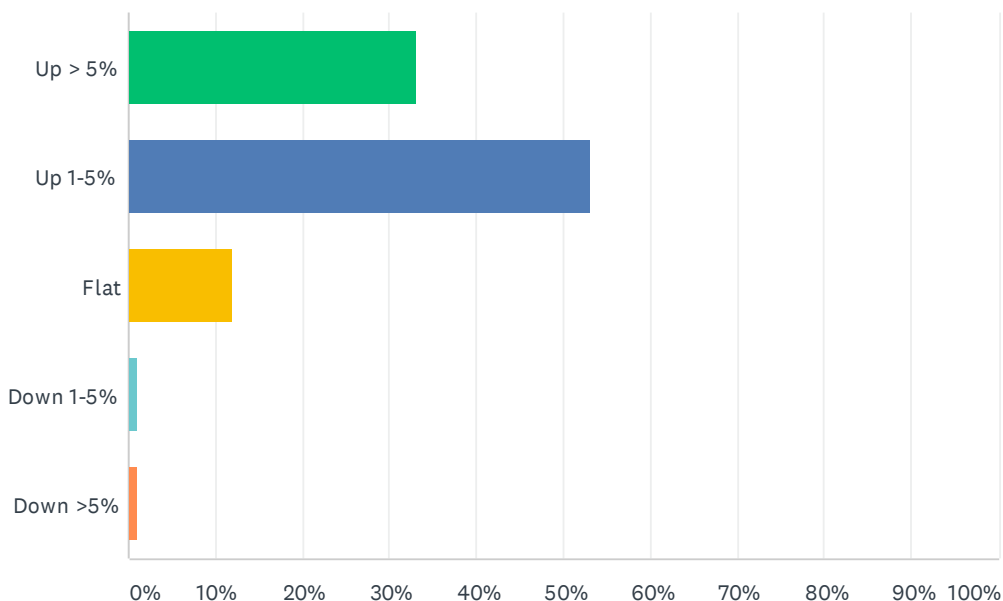
Answered: 194 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|---|-----------|----|
| Agent and manager education | 50.00% | 97 |
| Diversity and inclusion recruiting program | 26.80% | 52 |
| Rewrite mission statement | 5.67% | 11 |
| Build inclusion and diversity into the culture of the brokerage with specific practices | 35.05% | 68 |
| Diversity training for brokers and managers | 27.32% | 53 |
| Participate in protests or community activism | 3.61% | 7 |
| Nothing | 20.10% | 39 |
| Total Respondents: 194 | | |

Q5 What do you think the direction of home price changes will be in your market for the next three months?

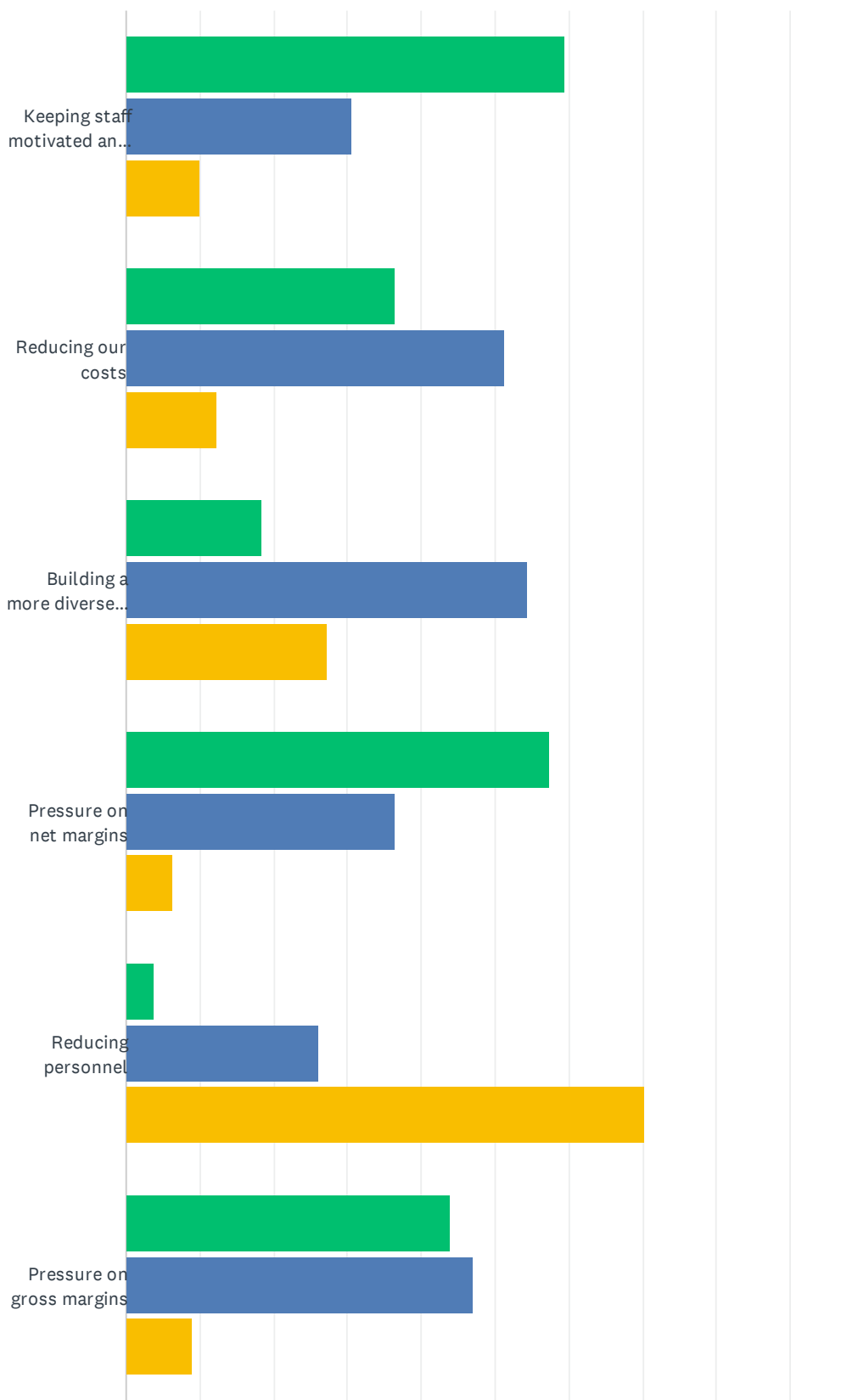
Answered: 194 Skipped: 0



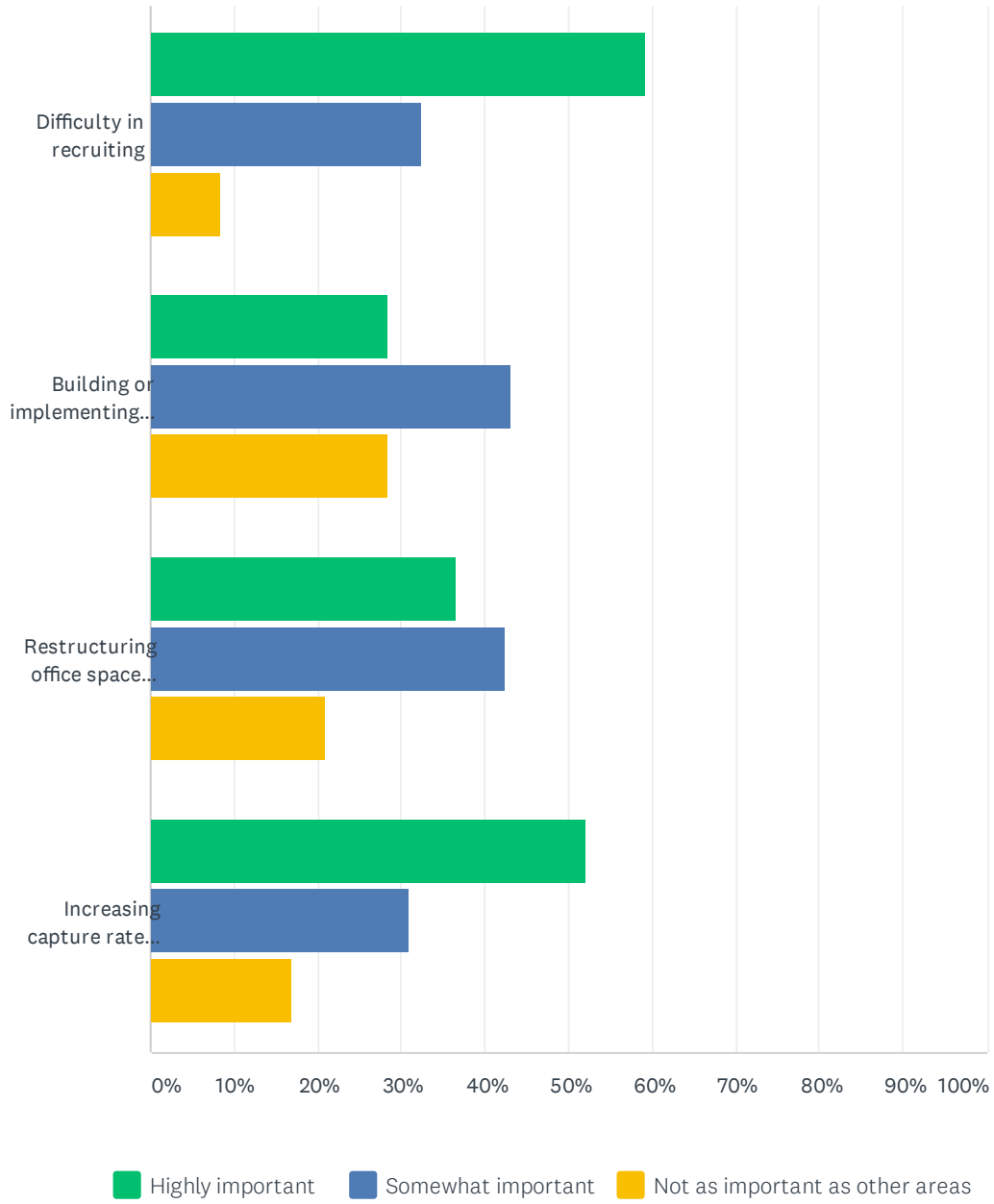
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Up > 5% | 32.99% | 64 |
| Up 1-5% | 53.09% | 103 |
| Flat | 11.86% | 23 |
| Down 1-5% | 1.03% | 2 |
| Down >5% | 1.03% | 2 |
| TOTAL | | 194 |

Q6 What are the biggest challenges you are facing over the next three months?

Answered: 193 Skipped: 1



REAL Trends Quarterly Broker Sentiment Poll—Q4 (October, November, December) 2020

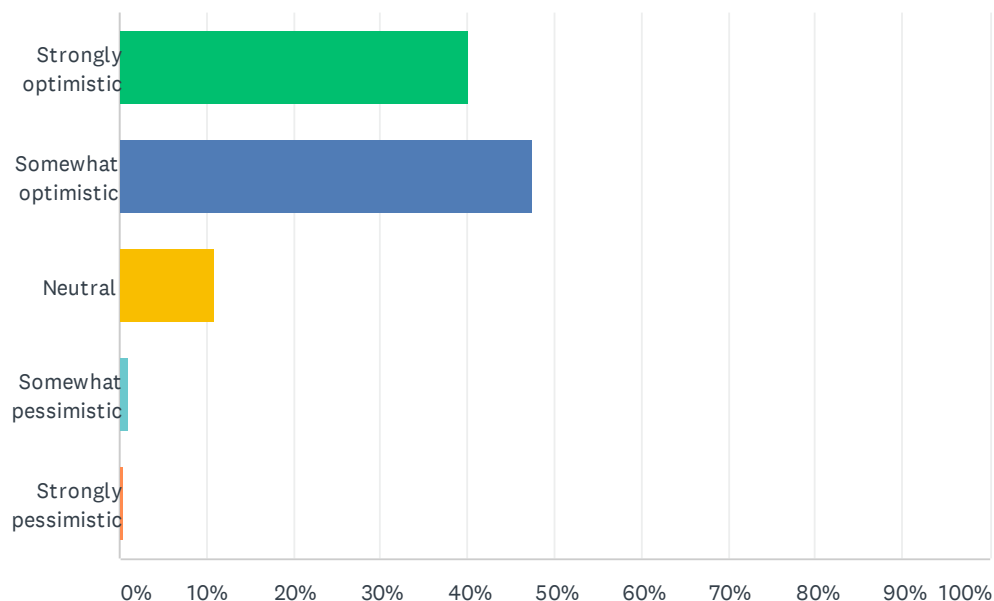


REAL Trends Quarterly Broker Sentiment Poll—Q4 (October, November, December) 2020

| | HIGHLY IMPORTANT | SOMEWHAT IMPORTANT | NOT AS IMPORTANT AS OTHER AREAS | TOTAL | WEIGHTED AVERAGE |
|--|------------------|--------------------|---------------------------------|-------|------------------|
| Keeping staff motivated and focused | 59.47% 113 | 30.53% 58 | 10.00% 19 | 190 | 1.51 |
| Reducing our costs | 36.36% 68 | 51.34% 96 | 12.30% 23 | 187 | 1.76 |
| Building a more diverse and inclusive brokerage | 18.32% 35 | 54.45% 104 | 27.23% 52 | 191 | 2.09 |
| Pressure on net margins | 57.37% 109 | 36.32% 69 | 6.32% 12 | 190 | 1.49 |
| Reducing personnel | 3.72% 7 | 26.06% 49 | 70.21% 132 | 188 | 2.66 |
| Pressure on gross margins | 43.85% 82 | 47.06% 88 | 9.09% 17 | 187 | 1.65 |
| Difficulty in recruiting | 59.16% 113 | 32.46% 62 | 8.38% 16 | 191 | 1.49 |
| Building or implementing a new technology platform or business model | 28.42% 54 | 43.16% 82 | 28.42% 54 | 190 | 2.00 |
| Restructuring office space usage | 36.65% 70 | 42.41% 81 | 20.94% 40 | 191 | 1.84 |
| Increasing capture rate on core services | 52.11% 99 | 31.05% 59 | 16.84% 32 | 190 | 1.65 |

Q7 Overall, how do you feel about the next three months in the residential brokerage business?

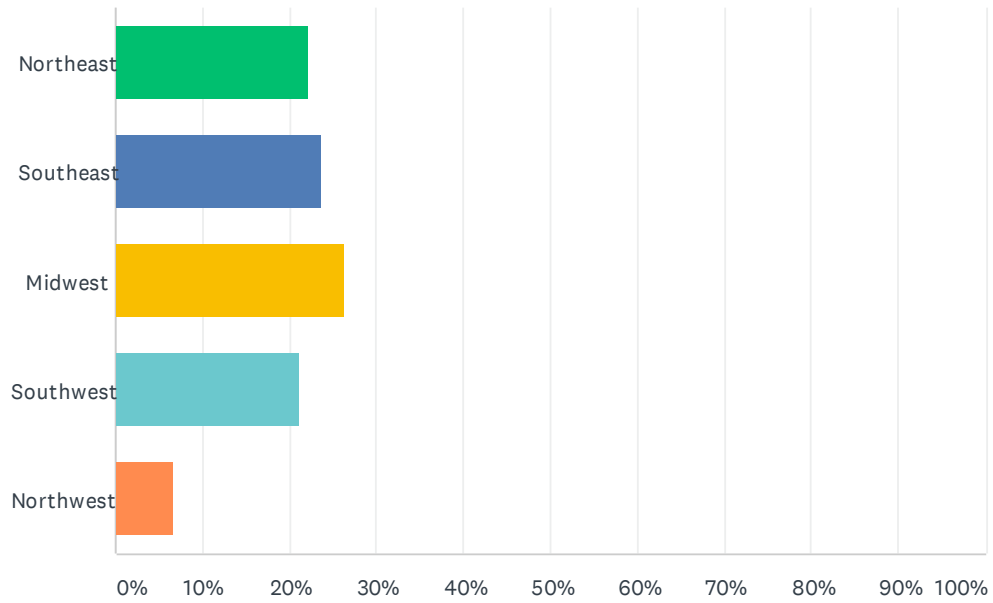
Answered: 194 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|----------------------|-----------|------------|
| Strongly optimistic | 40.21% | 78 |
| Somewhat optimistic | 47.42% | 92 |
| Neutral | 10.82% | 21 |
| Somewhat pessimistic | 1.03% | 2 |
| Strongly pessimistic | 0.52% | 1 |
| TOTAL | | 194 |

Q8 In which region of the U.S. does your brokerage operate?

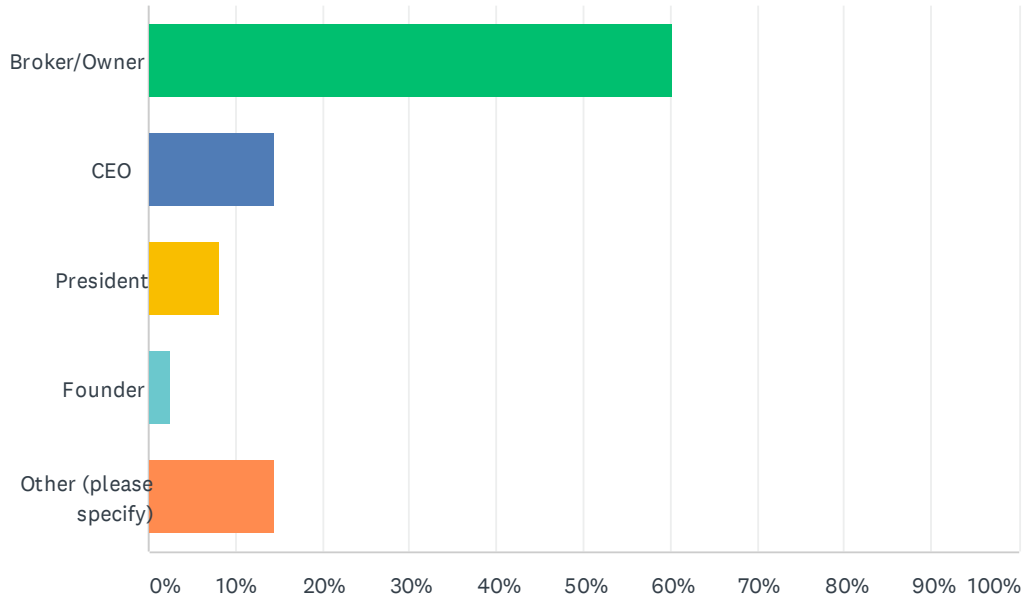
Answered: 194 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|------------|
| Northeast | 22.16% | 43 |
| Southeast | 23.71% | 46 |
| Midwest | 26.29% | 51 |
| Southwest | 21.13% | 41 |
| Northwest | 6.70% | 13 |
| TOTAL | | 194 |

Q9 Your title:

Answered: 194 Skipped: 0



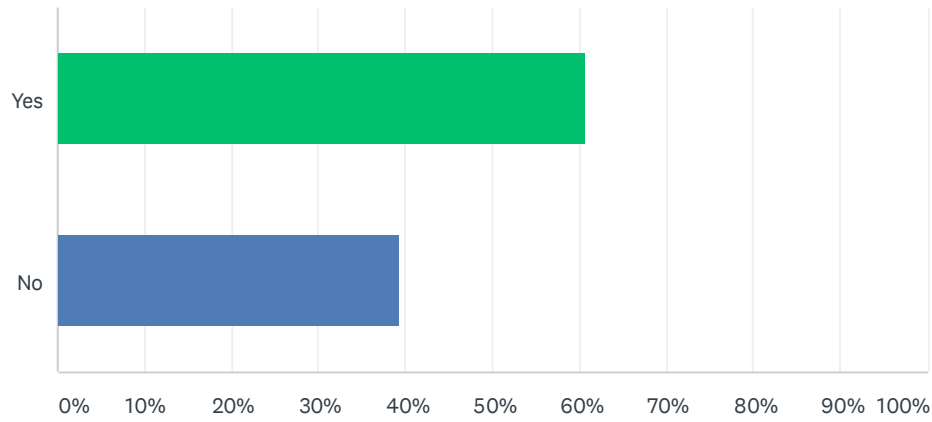
| ANSWER CHOICES | RESPONSES | |
|------------------------|-----------|------------|
| Broker/Owner | 60.31% | 117 |
| CEO | 14.43% | 28 |
| President | 8.25% | 16 |
| Founder | 2.58% | 5 |
| Other (please specify) | 14.43% | 28 |
| TOTAL | | 194 |

Q10 How do you think the election will impact housing?

Answered: 182 Skipped: 12

Q11 Are you with a national franchise brand?

Answered: 191 Skipped: 3



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 60.73% | 116 |
| No | 39.27% | 75 |
| TOTAL | | 191 |