



HomeHub Client Process



Talk about HomeHub early, often and always. Let people know about your personal moving team & concierge service and to expect that they will be reaching out to them. Understand, use and share these helpful points about the HomeHub client process with your clients and sphere so they know what to expect.

What We Are!

- Branded to the Agent
- PCI Compliant
- A COMPLIMENTARY Service for Your Clients for LIFE
- REAL PEOPLE
- Authorized Dealers

What We Are Not!

- Spamming Your Client's Email
- Selling Your Client's Data
- Sharing Your Client's Data to Vendor Without Their Consent



From there, if a client schedules a concierge call, we will then proceed and help them with the offered services. They are able to decline at any time. ***If at any point they reply to an email and request us to stop communication, or they book an appointment, this cadence stops.***

If a client opts for us to assist with things such as Home Security, Internet and Cable or Utilities; then personal information such as a social security number (typically just the last 4 digits) and a birthdate would be required. We also explain when getting this information that a soft credit check will need to be done which will not impact their credit score. We only ask for personal information when required by vendors that the customer has selected, and in that case, we follow all legal disclosure that is required by that vendor. And those outbounds where we are asking for this information are only ever happening after a customer has selected an appointment with our concierge team.

We also follow a Clean Desk Policy and PCI protocol that protects all the customers information. While calls are recorded for security and Q&A reasons, concierge agents are unable to download, share calls, etc..., that have personal information.

NO client information is shared. NO client is spammed. Outside of setting up the appointment and then handling the appointment, we are not randomly calling any customers trying to solicit more products and never are we sharing or selling any leads to outside vendors.