The 2015 Cartus Broker Network International Conference marked another tremendous success for the annual event, bringing together Cartus Broker Network members, clients, industry experts and exhibitors. Driven by the theme of “Growing Together,” the global conference provided a forum for eager participation through workshops, roundtable discussions, executive presentations, and an awards celebration.

This year’s event was held at the J. W. Marriott Desert Springs Resort in Palm Desert, California, from March 10-13. Featured speakers included: Realogy’s Chairman, CEO, and President, Richard A. Smith; keynote speaker and Cartus President & CEO, Kevin Kelleher; Executive Vice President, Broker and Affinity Services, Gerald Pearce; Senior Vice President, Broker Services, Denise Porter; President and Chief Executive Officer of the Realogy Franchise Group, Alex E. Perriello; and Richard Green, EVP Worldwide Sales, Realogy Franchise Group.

An astounding 478 awards were presented during the conference. The Masters Cup winner is CENTURY 21 Scheetz from Indianapolis, IN. Accepting the award was President, Tracy Hutton, and Vice President of Relocation, Annie Hamilton. Finalists included Better Homes and Gardens Real Estate David Winans & Associates, Dallas, TX; Coldwell Banker Advantage, Raleigh, NC; Coldwell Banker Howard Perry and Walston, Raleigh, NC; and Coldwell Banker Residential Brokerage of New England, Boston, MA.

With a focus on customer service, the Cartus Broker Network conference features training that results in cost savings, productive moves, and smoother transactions for Cartus clients and their employees. These specially-trained brokers are held to the industry’s highest performance standards, and are recognized during this celebratory conference.

Thank you to our members and generous sponsors for their attendance and participation at this year’s conference. We look forward to another year of excellence and service to our members, clients, and transferring customers.
Our Hosts

GERRY PEARCE ON BUSINESS AND OPPORTUNITY

Gerry Pearce shared his knowledge of how the various business lines have performed over the past few years along with his vision of Cartus’ strategic direction. He also shared the following statistics:

- Nearly 100,000 overall closings in 2014
- 12% growth on broker-to-broker, for which he thanked the audience
- Approximately 144,000 Affinity placements last year
- 14% Affinity closing growth compared to prior year
- 99% Network loyalty from our Affinity clients

After discussing some of the challenges ahead with new platforms and changes, such as RESPA/ TILA on the horizon, Gerry encouraged attendees to think creatively to ensure that they are well poised to win Affinity listings. Regarding pipeline management, Pearce drew comparisons to retail shopping, pointing out that there are numerous options out there for customers to choose from, and the expectation for follow-up is immediate. He shared that 20-30% of members who dropped out ended up with another broker who was not a member of the Cartus Broker Network. He reminded the audience that future business is dependent upon how we service existing customers. Pearce encouraged Broker Network members to ask themselves:

- Do you have the right number of agents on your team?
- Are they all well and recently trained?
- What does your agent caseload look like?
- Is somebody in your shop owning, watching, and accounting for the business?
- How quickly do you respond?

He followed up on the final question by challenging them to come up with a better way to match customers and qualified agents before inviting them to join Cartus.

Pearce discussed the “ripple effect” on both corporate decision makers and the Affinity world, where members can reach thousands of other members in online forums. This, he said, is why we have to deliver an exceptional customer experience each and every time.

He offered advice to “think like a competitor,” “think like our client,” and “think like our customers” throughout the session, concluding with: “We have to show clients that there is no one who can service and convert like Cartus and the Cartus Broker Network.”

DENISE PORTER ON THE STATE OF THE NETWORK

Denise Porter highlighted some of the changes we made for this year’s conference, based upon feedback received from Network members. These included a faster-paced workshop series during which attendees can attend all workshops rather than picking and choosing. Also, in recognition of Cartus’ 60th Anniversary, we have introduced ribbons to recognize and honor the years of Network membership held by participants. In fact, there were 149 brokers in attendance who had 15 or more years of Network membership!

Denise energized the proceedings in preparation for the many awards bestowed over the course of the conference, including 113 Platinum members (a 29% increase over last year), 19 Gold members, and 35 Silver members. Finally, we recognized 229 Five Star Winners who contributed greatly to the approximately 20,000 broker-to-broker referral closings in 2014, totaling nearly $5 billion in sales volume.

Finally, Denise shared some of the statistics that demonstrate the elite class of brokers comprising the Cartus Broker Network:

- The Network closed 95,930 transactions (worth $27 billion in sales volume) in 2014 alone! That’s up 7% YOY!
- In-network overall delivery has improved YOY by almost 9%.
- Broker-to-broker is now our second largest business segment, representing 21% of our overall closings. Additionally, our ten-year trend continues to show steady upward movement.
- Overall, the Network was up 8.75% in closing volume and up 9.78% in sales volume.
- Currently, less than 22% of all Realogy firms can claim membership in our Network.
Once again, Richard’s general session was a highlight of the conference. He discussed the continuing recovery of the real estate market and likened the current phase to being in the “3rd inning of a baseball game.” National demographics highlight strong household formation statistics in 2014.

Richard also touched on the political and regulatory environment as it relates to the housing market: “As we are into the final years of the current administration, we should not expect major regulatory changes that will impact the recovery. In fact,” he said, “we have experienced a recovery despite regulatory headwinds over the past two years.” Though he also advised that we must be prepared for the next downturn, as this is an inevitable part of the normal housing cycle. Richard advised that we should be prepared to strategize for the next downturn—the last downturn was an asset value reset of historical proportions—and that we should not expect it to be as painful as the last.

In closing, Richard advised brokers to pay off debt and accumulate cash now, look to enter into short-term office leases with a “focus on recruiting great agents,” and that smart investments in technology can have a positive return on investment for our businesses.

Kevin Kelleher shared his thoughts on the changing dynamics of the relocation industry. With clients increasingly focusing on international moves, Kevin discussed the importance of Cartus aligning its capabilities to match these changing needs. He highlighted the recent opening of an office location in Brazil as an example.

These changing dynamics come with some risks: with clients looking to control costs on domestic relocation spending, fewer transferees are receiving assistance with the sale of their home (the highest cost associated with a domestic U.S. move). Kevin emphasized that we must not lose focus on capturing home sale and home purchase opportunities. One of the ways Cartus is addressing this is with the Nexus project, a wing-to-wing review of the customer experience focused on capturing every opportunity. The Cartus Broker Network can also achieve this focus by providing exceptional customer service, and reducing the likelihood of customers needing to look elsewhere for their home sale and purchase needs.

Kevin emphasized the value in investing in customer management technologies. He shared a video using Matterport technology, which provides a unique home viewing opportunity for customers who may not be able to view homes in person. Matterport was the grand prize winner of the 2014 Realogy “FWD” Innovation Summit. Matterport’s “computational photography” technology enables rapid high-quality 3D visualization of physical spaces, which encompasses individual room-level views as well as the ability to fly through entire structures.
President’s Panel

Back by popular demand, this year’s conference featured the President’s Panel. Moderated by Alex E. Perriello, this year’s panel included Sherry Chris from Better Homes and Gardens Real Estate, Budge Huskey of Coldwell Banker Real Estate, Philip White of Sotheby’s International Realty Affiliates, Charlie Young of ERA Franchise Systems, Bruce Zipf of NRT LLC, Lanny Baker of ZipRealty, and Richard Green of Realogy Holdings Corp. (the Realogy brand presidents representing 27% of the U.S. real estate market).

Alex shared news about an upcoming Realogy strategic initiative: the Ascend Executive Leadership Experience. This is designed to address the needs of members who are grooming tomorrow’s industry leaders. He also advised that the 3rd annual Realogy Next event will be June 23rd.

Sherry Chris shared data from a recent Better Homes and Gardens Real Estate survey of consumers, analyzing trends and responses on the real estate market. Survey results for baby boomers indicated 57% plan to move and 25% would like to buy a vacation home. Approximately 72% want to retire in the same state where they currently reside. As for millennials (the largest group), over 50% indicated that they are looking to buy a home that suits personal needs with technology and a media room as key factors. The survey also reached out to Generation Z (13-17 year olds) to get a pulse on what they are thinking about; they indicated that home ownership was the most important factor in achieving the American dream (82%).

Lanny Baker discussed why, technologically speaking, the industry is so fragmented, and the ways this can be addressed. From his point of view, business operates best when technology is standardized across markets, and when service is conducted by the local, human component. Lanny shared how he is working with Realogy to develop technology that will benefit everyone.

Bruce Zipf spoke about agent recruitment, management, and organic growth. His team at NRT focuses on three primary measurements for each recruiting class: listing activity, open contracts generated, and closed contracts generated. He stated that tracking needs to be done on a rolling 12-month basis to keep all engaged, and to account for seasonality where you may focus on various components. This gives insight into the performance of both agents and office managers. Bruce also shared that NRT looks at retention when considering the agents in high-producing quartiles.

Alex called upon Charlie Young to share how he was able to successfully deploy rebranding, accomplish growth, and come in on time and under budget. Charlie explained that the planning and preparation began 12-18 months before launch. Three key steps included being able to articulate what they were trying to accomplish, communicating what they were trying to achieve, and effective planning. Charlie emphasized that it’s important to take time to celebrate, as well.

Budge Huskey addressed the naming of business models, saying that using terms like “agent-centric” or “broker-centric” was both divisive and outdated. He stated that this winner/loser concept removes focus from where it needs to be: the customer. We need to make the customer the hero, he said, adding that advertising claims of being “the best” were examples of inadequacy marketing.

Quality service and brand standards were addressed by Philip White of Sotheby’s International Realty Affiliates. Philip related how his brand worked to determine who the customers were, and then make a connection. Standardization was imperative. Philip believes this is why “brand matters.” “Promote what you can deliver on,” he said, “and know when to say no.”

Rich Green, of Realogy Franchise Sales, shared the latest observations of real estate companies related to growth. When it comes to acquisitions, sales and mergers, Rich recommends a proactive approach; while NAR forecasts indicate buying as a good investment, proper analysis is needed.
Workshops

RELOCATION DIRECTORS WORKSHOPS

A new format for the relocation directors workshops was introduced this year. Instead of five or six topics offered once per classroom setting, all workshops were presented in one room, in 30-minute segments. Previously, relocation directors had to pick and choose two or three sessions, but this year everyone had access to the best practices shared by clients such as USAA, Cartus staff, and fellow Network members. Finally, attendees were able to text questions throughout the session—resulting in an engaging, participatory forum with immediate feedback from presenters. Other than Hamilton Farias falling off the stage, the new format was a big hit.

Topics included:

- USAA—Foundation for the Future
- Real Estate Services: What’s New for 2015
- Building a Culture of Engagement
- Platinum Together
- Paying it Forward… Growing Together
- Maximizing Your Affinity Performance
- Exceeding Your Outgoing Closing Target

“This was one of my favorite workshops/speakers. Loved hearing Amy speak. So professional and informative.”

“Loved the YouTube videos!! Appreciate the willingness to share ideas and information throughout this session.”

“Loved the texting with questions. Fabulous improvement.”

“I thought the format of this year’s workshop was much better than years past. I didn’t feel like I was missing a session that I wanted to attend.”

PRINCIPAL WORKSHOPS

The principal workshops were presented to a rapt audience. USAA leaders, Greg Jaeger and Sarah Childers, shared USAA’s strategy and vision for continued growth and enhanced member experience. Monty Smith shared how NRT is using technology and agent management to maximize service and conversion of company-generated business. Finally, Jim Gillespie, Chairman Emeritus, Coldwell Banker, tackled the tough topics of Network membership in a style that only Jim can pull off.

Cartus, Cartus Broker Services, and your fellow Cartus Broker Network members want to thank all workshop presenters!

Click here to visit the Conference page on CartusNetworks.com to access presentations, CRP credits, and handouts shared at the 2015 Cartus Broker Network International Conference!

“Outstanding presentation, very honest and open, Jim did an excellent job with his research and broker feedback. Thank you for the insight.”

“Monty is a great speaker and it is important to hear about NRTs’ strategic initiatives.”
On the Scene
On the Scene
Cartus Masters Cup Finalists

**Better Homes and Gardens Real Estate David Winans & Associates**

Dallas, TX

“It was exhilarating being named a Masters Cup Finalist after working so hard on every metric. It felt like a win for our incredible staff, our A-Team, and the entire Better Homes and Gardens Real Estate family.”

— Dana Winans, Owner and Relocation Director, Better Homes and Gardens Real Estate David Winans & Associates

“One word sums it up … “Everything!”

— Gary Rabon, Principal, Coldwell Banker Advantage, when asked what it means to be a finalist

“We are thrilled at being a Cup finalist. Cartus has the highest standards in the industry—there is no equal. Making our Cartus goals is a core value for us and everyone is vested in this pursuit, our Senior Leadership, our Relocation Team and our Sales Associates. We are so proud to be recognized as one the Best of the VERY BEST!”

— Nancy Harner, Vice President, Relocation, Coldwell Banker Howard Perry and Walston

“It is such an honor to be selected by Cartus as a Masters Cup Finalist. Our relocation team and A-team agents pulled together to make it happen and it has given us a new pinnacle to strive for every year. Constantly raising the bar gives us a renewed sense of competition that keeps life exciting! We are all elated about this accomplishment and we look forward to working together to continue to reach new heights.”

— Benina Drake, Relocation Director, Coldwell Banker Advantage

“Being named as one of the five finalists for the Cartus Masters Cup confirms we are clearly affiliated with the best. Initially, it was a challenge in achieving the goals required for nomination but the higher standards we developed through this process are now a part of our culture. The success we have enjoyed in the Cartus Network can be attributed to the efforts of our sales associates, branch managers and our outstanding relocation team.”

— Don Walston, Chairman, Coldwell Banker Howard Perry and Walston

“It was an honor to be nominated for The Cartus Masters Cup for our entire team at Coldwell Banker Residential Brokerage, Boston. It was a night we will always remember! Thank you for the opportunity!”

— Pat Villani, President, Coldwell Banker Residential Brokerage New England

“Coldwell Banker Residential Brokerage of New England was honored to be a Masters Cup finalist. The Masters Cup award sparks our team to strive to reach the highest level of service on behalf of all of our customers. We look forward to a continued successful partnership with all at Cartus and also with our fellow Network brokers.”

— Dru Richard, Regional Vice President Relocation, Coldwell Banker Residential Brokerage New England
Masters Cup Winner

CENTURY 21 SCHEETZ
Tracy Hutton, President, Indianapolis, IN

Throughout the conference, four of our past winners shared stories about what it means to win the coveted Masters Cup award.

Jim Napier, Napier REALTORS® ERA, 2007 Cup winner, shared that the Masters Cup and accompanying Madras Jacket are iconic symbols of excellence in real estate and relocation.

2010 Cup winners Charles de Wetter and Irma Morris, Coldwell Banker de Wetter Hovious, spoke at Wednesday's General Session. Irma shared that, similar to the way the Jacket has been passed on from winner to winner over the years, the relocation directors should also have a jacket symbolizing the “hard work and accomplishments it takes for relocation directors to win the cup.”

2014 Cup winner Chris Mygatt, Coldwell Banker Residential Brokerage Colorado, summed it all up with this simple statement; “I’m obsessed with the Cup because of what the Cup represents.”

“Oh my! The entire week was magical. I am still on cloud 9…being a finalist is a huge achievement and hearing Kevin say, ‘It’s fist-pump time,’ I thought to myself, ‘I hope he does not have this joke with any other finalist!’ Our entire company is filled with pride.”

— Annie Hamilton, CRP, Vice President Relocation Services
CENTURY 21 Scheetz Relocation

UK CARTUS MASTERS CUP
Pygott & Crone won the top award for the Cartus UK Relocation Agent Network. The award was presented by Richard Tucker, Vice President, Supply Chain Management, APAC & EMEA, to Pygott & Crone attendees Nathan Emerson, Kevin Scrupps, Jason Sedlan, and Paul Wood.

Accepting the award, Nathan Emerson, Partner, was gracious in his remarks, thanking Cartus for a wonderful conference and the openness of the U.S. Network. He singled out the welcoming atmosphere and the sharing of ideas which can aid their business.
Top Achievers—USAA

USAA MOVERSADVANTAGE® EAGLE AWARD

50–99 Referrals
Coldwell Banker Jim Stewart REALTORS®—Waco, TX

100–199 Referrals
Coldwell Banker Residential Brokerage of New England—Hampden County, MA

200–399 Referrals
Coldwell Banker Advantage—Southern Pines, NC

400–799 Referrals
Better Homes and Gardens Real Estate David Winans & Associates—Dallas, TX

800 Plus Referrals
ERA Colonial Real Estate—Killeen/Harker Heights, TX

LOCAL CLOSING STRATEGY SPECIAL RECOGNITION

50–99 Referrals
Coldwell Banker Jim Stewart REALTORS®—Waco, TX

100–199 Referrals
Coldwell Banker Hubbell BriarWood—Lansing, MI

200–399 Referrals
CENTURY 21 New Millennium—Stafford, VA

400–799 Referrals
CENTURY 21 Scheetz—Indianapolis, IN

800 Plus Referrals
Coldwell Banker Residential Brokerage—Chicago, IL
Top Achievers—USAA

**DIAMOND MORTGAGE AWARD**

25–49 Closings  
Latter & Blum/REALTORS® ERA Powered—Gulfport, LA

50–99 Closings  
Coldwell Banker Premier Real Estate—Valdosta, GA

100–199 Closings  
CENTURY 21 Larry Miller Realty—Augusta, GA

200–399 Closings  
ERA Strother Real Estate—Fayetteville, NC

400 Plus Closings  
Coldwell Banker United, REALTORS®—Houston, TX

**CARTUS AFFINITY SERVICES SUMMIT AWARD**

Better Homes and Gardens Real Estate  
David Winans & Associates—Dallas, TX

**SPECIAL RECOGNITION AWARDS—Departing Advisory Council Members**

**PRINCIPALS ADVISORY COUNCIL**

Todd Hetherington—CENTURY 21 New Millennium  
Jamie Mancuso—Coldwell Banker Hearthside, REALTORS®  
Helen Edwards—Coldwell Banker United, REALTORS®  
Peter Dalton—Coldwell Banker Vanguard Realty  
Frances Broude—Coldwell Banker Residential Brokerage  
Gary Rabon—Coldwell Banker Advantage  
Chris Mygatt—Coldwell Banker Residential Brokerage  
Clark Toole—Coldwell Banker Residential Real Estate of Florida  
Kathy Beilein—Laura McCarthy Real Estate  
Roger Herman—ERA Herman Group Real Estate

Steve Barnes—Coldwell Banker United, REALTORS®  
Marty Conrad—Coldwell Banker Residential Brokerage

**RELOCATION DIRECTORS ADVISORY COUNCIL**

Annie Hamilton—CENTURY 21 Scheetz  
Tricia Cannon—ERA Courtyard Real Estate  
Gina Ortiz—CENTURY 21 M&M and Associates  
Amy Sweyer—CENTURY 21 Sweyer & Associates

**USAA MOVERSADVANTAGE® BROKER ADVISORY COUNCIL**

Kim Hart—Coldwell Banker Bain/Coldwell Banker Seal
# Top Achievers—PHH Mortgage & Cartus

## MOST VALUABLE PARTNERSHIP AWARD

### AFFILIATE—RETAIL PLATFORM

**Under 350 Agents:**
Coldwell Banker D’Ann Harper, REALTORS®—San Antonio, TX

**350–700 Agents:**
CENTURY 21 M&M and Associates—Vacaville, CA

### NRT—RETAIL PLATFORM

**Under 950 Agents:**
Coldwell Banker Real Estate Services—Pittsburgh, PA

**951–2,000 Agents:**
Coldwell Banker Residential Brokerage—Denver & Colorado Springs, CO

### NRT—SUBSIDIARY OPERATIONS

**Under 1,000 Agents:**
Coldwell Banker Residential Brokerage—Salt Lake City, UT

**1,000–2,000 Agents:**
Coldwell Banker Burnet—Minneapolis/St. Paul, MN

## OVERALL CLOSED UNITS

**Affiliate:** Coldwell Banker United, REALTORS®—Texas, North Carolina, South Carolina and Florida

**Subsidiary:** Coldwell Banker Burnet—Minneapolis/St. Paul, MN

**Retail:** Coldwell Banker Residential Brokerage of New Jersey—Northern NJ and Rockland County, NY

## PHH MORTGAGE AWARD OF EXCELLENCE

Coldwell Banker Residential Brokerage—Salt Lake City, UT

## CARTUS REAL ESTATE SERVICES AWARD

### HOME MARKETING

**Under 25 Closings:**
Coldwell Banker Best Properties—Anchorage, AK

**25 or More Closings:**
LIV Sotheby’s International Realty—Denver, CO

### INVENTORY

**Up to 10 Closings:**
Better Homes and Gardens Real Estate Gary Greene—Houston, TX

**Over 10 Closings:**
ERA Sunrise Realty—Northern Atlanta, GA
Top Achievers—Cartus & American Home Shield

CARTUS DESTINATION SERVICES AND SALES AWARDS

CARTUS DESTINATION SERVICES AWARD
Under 25 Closings:
Coldwell Banker United, REALTORS®—Columbia, SC
25 or More Closings:
Coldwell Banker United, REALTORS®—Charlotte, NC

CARTUS SALES LEAD AWARD
CENTURY 21 New Millennium

CARTUS SALES SIGNING AWARD
The Corcoran Group

SHIELD AWARDS

Highest Capture Rates:
ERA First Advantage Realty—Evansville, IN
2nd Highest Capture Rate:
Coldwell Banker Real Estate Services—Pittsburgh, PA
3rd Highest Capture Rate:
Coldwell Banker Residential Brokerage—Dallas/Fort Worth, TX
4th Highest Capture Rate:
Coldwell Banker D’Ann Harper, REALTORS®—San Antonio, TX
5th Highest Capture Rate:
Coldwell Banker Residential Brokerage—San Diego, CA
ERA Colonial Real Estate—Killeen/Harker Heights, TX

MOST WARRANTIES SOLD—RFG
Under 400 Agents:
Coldwell Banker D’Ann Harper, REALTORS®—San Antonio, TX
Over 400 Agents:
Coldwell Banker United, REALTORS®—Houston, TX

MOST WARRANTIES SOLD—NRT
Under 1,000 Agents:
Coldwell Banker Real Estate Services—Pittsburgh, PA
Over 1,000 Agents:
Coldwell Banker Residential Real Estate of Florida—Sarasota, FL
Top Achievers—Five Star Awards

WESTERN REGION

CENTURY 21 Award—Orange County, CA
CENTURY 21 Award—Riverside County, CA
CENTURY 21 Award—San Diego, CA
CENTURY 21 Beachside REALTORS®—Huntington Beach, CA
CENTURY 21 Goodyear Green—Norman, OK
CENTURY 21 High Desert—Idaho Falls, ID
CENTURY 21 Morrison Realty, Inc.—Bismarck, ND
Coldwell Banker Beachside REALTORS®—Huntington Beach, CA
Coldwell Banker C&C Properties—Redding, CA
Coldwell Banker de Wetter Hovious—Las Cruces, NM
Coldwell Banker First Realty—Fargo, ND
Coldwell Banker Kappel Gateway Realty—Vacaville, CA
Coldwell Banker Mike Jones Company—Oklahoma City, OK
Coldwell Banker Premier Realty—Las Vegas, NV
Coldwell Banker Realty III—Enid, OK
Coldwell Banker Residential Brokerage—Colorado Springs, CO
Coldwell Banker Residential Brokerage—Denver, CO
Coldwell Banker Residential Brokerage—Los Angeles, CA
Coldwell Banker Residential Brokerage—Sacramento, CA
Coldwell Banker Residential Brokerage—San Jose, CA
Coldwell Banker Residential Brokerage—San Ramon, CA
Coldwell Banker Seal—Portland, OR
Coldwell Banker Select—Oklahoma City, OK
Coldwell Banker Select—Reno, NV
Coldwell Banker Select—Tulsa, OK
ERA Sellers & Buyers Real Estate—Albuquerque, NM
ERA Sellers & Buyers Real Estate—Las Cruces, NM
ERA Simmons Real Estate—Alamogordo, NM
Top Achievers—Five Star Awards (cont’d.)

WESTERN REGION (continued)
LIV Sotheby’s International Realty—Denver, CO
Park Company REALTORS®—Fargo, ND
Russ Lyon Sotheby’s International Realty—Flagstaff, AZ
Russ Lyon Sotheby’s International Realty—Tucson, AZ

CENTRAL REGION
American Real Estate ERA Powered—Beaumont, TX
Better Homes and Gardens Real Estate Bradfield Properties—San Antonio, TX
Better Homes and Gardens Real Estate David Winans & Associates—Dallas, TX
Better Homes and Gardens Real Estate Gary Greene—Houston, TX
CENTURY 21 Affiliated—Madison, WI
CENTURY 21 Affiliated—Chicago, IL
CENTURY 21 Home First REALTORS®—Memphis, TN
CENTURY 21 Judge Fite Company—Dallas/Fort Worth, TX
CENTURY 21 Kreuser & Seiler—Chicago, IL
Coldwell Banker Alfonso Realty—Gulfport, MS
Coldwell Banker Apex, REALTORS®—Dallas, TX
Coldwell Banker Barnes—Nashville, TN
Coldwell Banker Burnet—Minneapolis/St. Paul, MN
Coldwell Banker Collins-Maury—Memphis, TN
Coldwell Banker D’Ann Harper, REALTORS®—San Antonio, TX
Coldwell Banker de Wetter Hovious—El Paso, TX
Coldwell Banker First—Huntsville, AL
Coldwell Banker First Equity REALTORS®—Amarillo, TX
Coldwell Banker Gosslee—Greater Shreveport, LA
Coldwell Banker Gundaker—St. Louis, MO
Coldwell Banker Harris McHaney & Faucette—Fayetteville, AR
Coldwell Banker Hedges Realty—Cedar Rapids, IA
Coldwell Banker Honig-Bell—Champaign, IL
Coldwell Banker Honig-Bell—Chicago, IL
Coldwell Banker Jim Stewart REALTORS®—Waco, TX
Coldwell Banker Pacesetter Steel REALTORS®—Corpus Christi, TX
Coldwell Banker Panian & Mash, REALTORS®—Abilene, TX
Coldwell Banker Real Estate Now—Jackson, TN
Coldwell Banker Residential Brokerage—Chicago, IL
Coldwell Banker Residential Brokerage—Dallas/Fort Worth, TX
Coldwell Banker Residential Brokerage—Milwaukee, WI
Coldwell Banker TEC REALTORS®—New Orleans, LA
Top Achievers—Five Star Awards (cont’d.)

**CENTRAL REGION (continued)**

- Coldwell Banker United, REALTORS®—Austin, TX
- Coldwell Banker United, REALTORS®—Bryan/College Station, TX
- Coldwell Banker United, REALTORS®—Houston, TX
- Coldwell Banker United, REALTORS®—Killeen, TX
- Coldwell Banker Wallace & Wallace, REALTORS®—Knoxville, TN
- Dielmann Sotheby’s International Realty—Saint Louis, MO
- ERA Chappell & Associates Realty—Clarksville, TN
- ERA Colonial Real Estate—Georgetown, TX
- ERA Colonial Real Estate—Killeen/Harker Heights, TX
- ERA Colonial Real Estate—San Antonio, TX
- ERA Courtyard Real Estate—Amarillo, TX
- ERA King Real Estate—Anniston, AL
- ERA King Real Estate—Birmingham, AL
- ERA Sellers & Buyers Real Estate—El Paso, TX
- Lakes Sotheby’s International Realty—Minneapolis, MN
- Laura McCarthy Real Estate—St. Louis, MO
- Noles-Frye Realty ERA Powered—Alexandria, LA

**NORTHEAST REGION**

- Better Homes and Gardens Real Estate The Masiello Group—Bangor, ME
- Better Homes and Gardens Real Estate The Masiello Group—New Hampshire
- Better Homes and Gardens Real Estate The Masiello Group—Southern & Central Maine
- Better Homes and Gardens Real Estate The Masiello Group—Southern Vermont
- CENTURY 21 Alliance—Cherry Hill, NJ
- CENTURY 21 Breeden REALTORS®—Columbus, IN
- CENTURY 21 Commonwealth—Boston, MA
- CENTURY 21 Commonwealth—Western Cape Cod, MA
- CENTURY 21 Excellence Realty—Columbus, OH
- CENTURY 21 Partners—Owensboro, KY
- CENTURY 21 Scheetz—Indianapolis, IN
- CENTURY 21 Town & Country—Detroit, MI
- Coldwell Banker Hearthside, REALTORS®—Bucks County, PA
- Coldwell Banker Hearthside, REALTORS®—Lehigh Valley, PA
- Coldwell Banker Hearthside, REALTORS®—Philadelphia, PA
- Coldwell Banker Heritage—Lehigh Valley, PA
- Coldwell Banker Heritage REALTORS®—Dayton, OH
- Coldwell Banker Hickok & Boardman—Burlington, VT
Top Achievers—Five Star Awards *(cont’d.)*

**NORTHEAST REGION (continued)**

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<tr>
<td>The Corcoran Group</td>
<td>Long Island, NY</td>
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Top Achievers—Five Star Awards (cont’d.)

NORTHEAST REGION (continued)

The Corcoran Group—New York, NY
The Corcoran Group—Palm Beach, FL
The Danberry Co., REALTORS®—Toledo, OH
William Pitt Sotheby’s International Realty—Fairfield County, CT
William Pitt Sotheby’s International Realty—Southeastern Connecticut

SOUTHEAST REGION

Better Homes and Gardens Real Estate Executive Partners—Aiken, SC
Better Homes and Gardens Real Estate Executive Partners—Augusta, GA
Better Homes and Gardens Real Estate III—Charlottesville, VA
Better Homes and Gardens Real Estate Metro Brokers—Atlanta, GA
CENTURY 21 Champion Real Estate—Jacksonville, NC
CENTURY 21 First Choice—Fort Mill, SC
CENTURY 21 Hawkins & Kolb—Sumter, SC
CENTURY 21 Larry Miller Realty—Augusta, GA
CENTURY 21 Nachman Realty—Hampton, VA
CENTURY 21 Nachman Realty—Virginia Beach, VA
CENTURY 21 New Millennium—Southern Maryland
CENTURY 21 New Millennium—Stafford, VA
CENTURY 21 New Millennium—Washington, DC, Metro
CENTURY 21 Properties Plus—Charleston, SC
CENTURY 21 Redwood Realty—Fredericksburg, VA
CENTURY 21 Redwood Realty—Washington, DC, Metro
CENTURY 21 Sweyer & Associates—Jacksonville, NC
CENTURY 21 Sweyer & Associates—Wilmington, NC
Coldwell Banker Advantage—Fayetteville, NC
Coldwell Banker Advantage—Goldsboro, NC
Coldwell Banker Advantage—Raleigh, NC
Coldwell Banker Advantage—Roanoke Rapids, NC
Coldwell Banker Advantage—Southern Pines, NC
Coldwell Banker Caine—Greenville, SC
Coldwell Banker Chicora—Myrtle Beach, SC
Coldwell Banker Elite—Stafford, VA
Coldwell Banker Elite—Woodbridge, VA
Coldwell Banker First Realty—Havelock, NC
Coldwell Banker Hartung and Noblin, REALTORS®—Tallahassee, FL
Coldwell Banker Holtzman REALTORS®—Hinesville, GA
Top Achievers—Five Star Awards (cont’d.)

SOUTHEAST REGION (continued)

Coldwell Banker Holtzman REALTORS®—Richmond Hill, GA
Coldwell Banker Howard Perry and Walston—Goldsboro, NC
Coldwell Banker Howard Perry and Walston—Raleigh, NC
Coldwell Banker M.M. Parrish REALTORS®—Gainesville, FL
Coldwell Banker Platinum Partners—Beaufort, SC
Coldwell Banker Platinum Partners—Hinesville, GA
Coldwell Banker Platinum Partners—Savannah, GA
Coldwell Banker Premier Properties—St. Augustine, FL
Coldwell Banker Premier Properties—Winchester, VA
Coldwell Banker Professional, REALTORS®—Hampton, VA
Coldwell Banker Professional, REALTORS®—Virginia Beach, VA
Coldwell Banker Residential Brokerage—Atlanta, GA
Coldwell Banker Residential Brokerage—Baltimore, MD
Coldwell Banker Residential Brokerage—Ocean City, MD
Coldwell Banker Residential Brokerage—Washington, DC, Metro
Coldwell Banker Residential Real Estate of Florida—Fort Lauderdale, FL
Coldwell Banker Residential Real Estate of Florida—Merritt Island, FL
Coldwell Banker Residential Real Estate of Florida—Miami, FL
Coldwell Banker Residential Real Estate of Florida—Orlando, FL
Coldwell Banker Residential Real Estate of Florida—Palm Beach, FL
Coldwell Banker Residential Real Estate of Florida—Sarasota, FL
Coldwell Banker Residential Real Estate of Florida—Southwest Florida
Coldwell Banker Residential Real Estate of Florida—Tampa, FL
Coldwell Banker Sea Coast Advantage—Jacksonville, NC
Coldwell Banker Sea Coast Advantage—Wilmington, NC
Coldwell Banker SSK, REALTORS®—Macon, GA
Coldwell Banker SSK, REALTORS®—Warner Robins, GA
Coldwell Banker Townside—Roanoke, VA
Coldwell Banker United, REALTORS®—Aiken, SC
Coldwell Banker United, REALTORS®—Charleston, SC
Coldwell Banker United, REALTORS®—Charlotte, NC
Coldwell Banker United, REALTORS®—Columbia, SC
Coldwell Banker United, REALTORS®—Fort Mill, SC
Coldwell Banker United, REALTORS®—Panama City, FL
Coldwell Banker United, REALTORS®—Pensacola, FL
Coldwell Banker Upchurch Realty—Athens, GA
Coldwell Banker Vanguard Realty—Jacksonville, FL
Coldwell Banker Vanguard Realty—St. Augustine, FL
Top Achievers—Five Star Awards (cont’d.)

SOUTHEAST REGION (continued)

Coldwell Banker Vaughan & Company—Richmond, VA
Coldwell Banker Walden & Kirkland, REALTORS®—Albany, GA
ERA Bill May Realty Company—Charlottesville, VA
ERA Davis & Linn—Jacksonville, FL
ERA Davis & Linn—St. Augustine, FL
ERA Grizzard Real Estate—Leesburg, FL
ERA Neubauer Real Estate—Panama City, FL
ERA Oakcrest Realty—Winchester, VA
ERA Real Estate Professionals—Hampton, VA
ERA Real Estate Professionals—Virginia Beach, VA
ERA Southeast Coastal Real Estate—Hinesville, GA
ERA Southeast Coastal Real Estate—Savannah, GA
ERA Strother Real Estate—Fayetteville, NC
ERA Strother Real Estate—Southern Pines, NC
ERA Sunrise Realty—Northern Atlanta, GA
ERA Sunrise Realty—Watkinsville, GA
ERA Wilder Realty—Charleston, SC
ERA Wilder Realty—Columbia, SC
ERA Wilder Realty—Sumter, SC
Funkhouser Real Estate Group—Harrisonburg, VA
Napier REALTORS® ERA—Colonial Heights, VA
Napier REALTORS® ERA—Richmond, VA
Wilkinson ERA Real Estate—Charlotte & Fort Mill, NC

JOIN US NEXT YEAR!

2016 Cartus Broker Network International Conference
March 8-11, 2016
Fort Lauderdale Marriott Harbor Beach Resort & Spa
Fort Lauderdale, FL
800-222-6543 | 954-525-4000
Top Achievers—Excellence Award Winners

Cartus Broker Network Excellence Awards are presented to brokers who master Cartus’ performance criteria across the broad spectrum of metrics in all Cartus business segments. These awards recognize brokers who achieve point thresholds based on the Cartus performance scale.

**PLATINUM (Achieved 35+ Points)**

American Real Estate ERA Powered—Beaumont, TX
Better Homes and Gardens Real Estate Bradfield Properties—San Antonio, TX
Better Homes and Gardens Real Estate David Winans & Associates—Dallas, TX
Better Homes and Gardens Real Estate Executive Partners—Augusta, GA
Better Homes and Gardens Real Estate Gary Greene—Houston, TX
Better Homes and Gardens Real Estate Metro Brokers—Atlanta, GA
Better Homes and Gardens Real Estate The Masiello Group—New Hampshire
CENTURY 21 Affiliated—Madison, WI
CENTURY 21 Alliance—Cherry Hill, NJ
CENTURY 21 Award—San Diego, CA
CENTURY 21 Commonwealth—Boston, MA
CENTURY 21 First Choice—Fort Mill, SC
CENTURY 21 Hawkins & Kolb—Sumter, SC
CENTURY 21 Judge Fite Company—Dallas/Fort Worth, TX
CENTURY 21 Larry Miller Realty—Augusta, GA
CENTURY 21 Nachman Realty—Virginia Beach, VA
CENTURY 21 New Millennium—Southern MD
CENTURY 21 New Millennium—Stafford, VA
CENTURY 21 New Millennium—Washington, DC, Metro
CENTURY 21 Redwood Realty—Fredericksburg, VA
CENTURY 21 Redwood Realty—Washington, DC, Metro
CENTURY 21 Scheetz—Indianapolis, IN
CENTURY 21 Sweyer & Associates—Jacksonville, NC
CENTURY 21 Sweyer & Associates—Wilmington, NC
Coldwell Banker Advantage—Fayetteville, NC
Coldwell Banker Advantage—Southern Pines, NC
Coldwell Banker Advantage—Goldsboro, NC
Coldwell Banker Advantage—Raleigh, NC
Coldwell Banker Advantage—Roanoke Rapids, NC
Coldwell Banker Apex, REALTORS®—Dallas, TX
Coldwell Banker Barnes—Nashville, TN
Coldwell Banker Burnet—Minneapolis/St. Paul, MN
Coldwell Banker Caine—Greenville, SC
Coldwell Banker Collins-Maury—Memphis, TN
Coldwell Banker D’Ann Harper, REALTORS®—San Antonio, TX
Coldwell Banker de Wetter Hovious—El Paso, TX
Coldwell Banker Gundaker—St Louis, MO
Coldwell Banker Harris McHaney & Faucette—Fayetteville, AR
Top Achievers—Excellence Award Winners (cont’d.)

**PLATINUM continued (Achieved 35+ Points)**

Coldwell Banker Hartung and Noblin, REALTORS®—Tallahassee, FL
Coldwell Banker Hearthside, REALTORS®—Bucks County, PA
Coldwell Banker Hearthside, REALTORS®—Lehigh Valley, PA
Coldwell Banker Honig-Bell—Champaign, IL
Coldwell Banker Howard Perry and Walston—Raleigh, NC
Coldwell Banker Hubbell BriarWood—Lansing, MI
Coldwell Banker Jim Stewart REALTORS®—Waco, TX
Coldwell Banker King Thompson—Columbus, OH
Coldwell Banker Mike Jones Company—Oklahoma City, OK
Coldwell Banker Platinum Partners—Savannah, GA
Coldwell Banker Premier Properties—St. Augustine, FL
Coldwell Banker Premier Properties—Winchester, VA
Coldwell Banker Premier Realty—Las Vegas, NV
Coldwell Banker Real Estate Services—Pittsburgh, PA
Coldwell Banker Residential Brokerage—Los Angeles, CA
Coldwell Banker Residential Brokerage—Sacramento, CA
Coldwell Banker Residential Brokerage—San Jose, CA
Coldwell Banker Residential Brokerage—San Ramon, CA
Coldwell Banker Residential Brokerage—Colorado Springs, CO
Coldwell Banker Residential Brokerage—Denver, CO
Coldwell Banker Residential Brokerage—Atlanta, GA
Coldwell Banker Residential Brokerage—Northern New Jersey
Coldwell Banker Residential Brokerage—Harrisburg/Lebanon, PA
Coldwell Banker Residential Brokerage—Lancaster, PA
Coldwell Banker Residential Brokerage—Dallas/Fort Worth, TX
Coldwell Banker Residential Brokerage—Milwaukee, WI
Coldwell Banker Residential Brokerage Connecticut and Westchester County, NY—Central and Southeastern Connecticut
Coldwell Banker Residential Brokerage Connecticut and Westchester County, NY—Fairfield County, CT
Coldwell Banker Residential Brokerage of New England—Boston, MA
Coldwell Banker Residential Brokerage of New England—Hampden County, MA
Coldwell Banker Residential Brokerage of New England—Southern/Central Maine
Coldwell Banker Residential Brokerage of New England—Southern New Hampshire
Coldwell Banker Residential Brokerage of New England—Rhode Island
Top Achievers—Excellence Award Winners (cont’d.)

**PLATINUM continued (Achieved 35+ Points)**

- Coldwell Banker Residential Mid Atlantic—Washington, DC, Metro
- Coldwell Banker Residential Mid Atlantic—Baltimore, MD
- Coldwell Banker Residential Real Estate of Florida—Fort Lauderdale, FL
- Coldwell Banker Residential Real Estate of Florida—Merritt Island, FL
- Coldwell Banker Residential Real Estate of Florida—Orlando, FL
- Coldwell Banker Residential Real Estate of Florida—Sarasota, FL
- Coldwell Banker Residential Real Estate of Florida—Tampa, FL
- Coldwell Banker Schmidt REALTORS®—Grand Rapids, MI
- Coldwell Banker Sea Coast Advantage—Jacksonville, NC
- Coldwell Banker Sea Coast Advantage—Wilmington, NC
- Coldwell Banker Seal—Portland, OR
- Coldwell Banker Select—Reno, NV
- Coldwell Banker Select—Tulsa, OK
- Coldwell Banker SSK, REALTORS®—Warner Robins, GA
- Coldwell Banker Townside—Roanoke, VA
- Coldwell Banker United, REALTORS®—Panama City, FL
- Coldwell Banker United, REALTORS®—Pensacola, FL
- Coldwell Banker United, REALTORS®—Charlotte, NC
- Coldwell Banker United, REALTORS®—Aiken, SC
- Coldwell Banker United, REALTORS®—Charleston, SC
- Coldwell Banker United, REALTORS®—Columbia, SC
- Coldwell Banker United, REALTORS®—Fort Mill, SC
- Coldwell Banker United, REALTORS®—Austin, TX
- Coldwell Banker United, REALTORS®—Houston, TX
- Coldwell Banker Vanguard Realty—Jacksonville, FL
- Coldwell Banker Wallace & Wallace, REALTORS®—Knoxville, TN
- Coldwell Banker West Shell—Cincinnati, OH
- ERA Colonial Real Estate—Georgetown, TX
- ERA Davis & Linn—Jacksonville, FL
- ERA King Real Estate—Anniston, AL
- ERA King Real Estate—Birmingham, AL
- ERA Neubauer Real Estate—Panama City, FL
- ERA Real Estate Professionals—Virginia Beach, VA
- ERA Sellers & Buyers Real Estate—Albuquerque, NM
- ERA Strother Real Estate—Fayetteville, NC
- ERA Strother Real Estate—Southern Pines, NC
- ERA Wilder Realty—Columbia, SC
- ERA Wilder Realty—Sumter, SC
- Hunt Real Estate ERA—Buffalo, NY
- LIV Sotheby’s International Realty—Denver, CO
- Napier REALTORS® ERA—Richmond, VA
- William Pitt Sotheby’s International Realty—Fairfield County, CT
Top Achievers—Excellence Award Winners (cont’d.)

**GOLD** (Achieved 30-34 Points)

- CENTURY 21 Champion Real Estate—Jacksonville, NC
- CENTURY 21 Kreuser & Seiler—Chicago, IL
- CENTURY 21 Properties Plus—Charleston, SC
- CENTURY 21 Town & Country—Detroit, MI
- Coldwell Banker Elite—Stafford, VA
- Coldwell Banker Heritage REALTORS®—Dayton, OH
- Coldwell Banker M.M. Parrish REALTORS®—Gainesville, FL
- Coldwell Banker Panian & Mash, REALTORS®—Abilene, TX
- Coldwell Banker Real Estate Now—Jackson, TN
- Coldwell Banker Residential Brokerage—Chicago, IL
- Coldwell Banker Select—Oklahoma City, OK
- Coldwell Banker SSK, REALTORS®—Macon, GA
- Coldwell Banker Vaughan & Company—Richmond, VA
- ERA Colonial Real Estate—Killeen/Harker Heights, TX
- ERA Colonial Real Estate—San Antonio, TX
- ERA Davis & Linn—St. Augustine, FL
- ERA First Advantage Realty—Evansville, IN
- ERA Sunrise Realty Northern—Atlanta, GA
- Schuler Bauer Real Estate Services ERA Powered—Louisville, KY
Top Achievers—Excellence Award Winners (cont’d.)

**SILVER (Achieved 25-29 Points)**

Better Homes and Gardens Real Estate III—Charlottesville, VA  
CENTURY 21 Affiliated—Chicago, IL  
CENTURY 21 Award—Orange County, CA  
CENTURY 21 Beachside, REALTORS®—Huntington Beach, CA  
CENTURY 21 Excellence Realty—Columbus, OH  
CENTURY 21 Home First REALTORS®—Memphis, TN  
CENTURY 21 Nachman Realty—Hampton, VA  
Coldwell Banker First Equity REALTORS®—Amarillo, TX  
Coldwell Banker Gosslee—Greater Shreveport, LA  
Coldwell Banker Hearthside, REALTORS®—Philadelphia, PA  
Coldwell Banker Honig-Bell—Chicago, IL  
Coldwell Banker Howard Perry and Walston—Greensboro, NC  
Coldwell Banker Pacesetter Steel REALTORS®—Corpus Christi, TX  
Coldwell Banker Professional, REALTORS®—Virginia Beach, VA  
Coldwell Banker Residential Brokerage Connecticut and Westchester County, NY—Westchester County, NY  
Coldwell Banker Residential Real Estate of Florida—Miami, FL  
Coldwell Banker Residential Real Estate of Florida—Palm Beach, FL  
Coldwell Banker Residential Real Estate of Florida—Southwest Florida  
Coldwell Banker TEC REALTORS®—New Orleans, LA  
Coldwell Banker United, REALTORS®—Killeen, TX  
Coldwell Banker Upchurch Realty—Athens, GA  
Coldwell Banker Walden & Kirkland, REALTORS®—Albany, GA  
ERA Courtyard Real Estate—Amarillo, TX  
ERA Key Realty Services—Southern Middlesex, MA  
ERA Oakcrest Realty, Inc.—Winchester, VA  
ERA Real Estate Professionals—Hampton, VA  
ERA Real Solutions Realty—Cincinnati, OH  
ERA Southeast Coastal Real Estate—Savannah, GA  
ERA Wilder Realty—Charleston, SC  
Laura McCarthy Real Estate—St. Louis, MO  
Schuler Bauer Real Estate Services ERA Powered—New Albany, IN  
The Corcoran Group—New York, NY  
The Danberry Co., REALTORS®—Toledo, OH  
Wilkinson ERA Real Estate—Charlotte & Fort Mill, NC  
William Pitt Sotheby’s International Realty—Southeastern Connecticut
Top Achievers—Superlative Awards

**BROKER-TO-BROKER**

*Best Outgoing Coordinator*
Tina Ehrig, Coldwell Banker Heritage—Lehigh Valley, PA
Connie Birchhill, Coldwell Banker Residential Brokerage Mid Atlantic—Baltimore, MD

*Best Incoming Coordinator*
Kristy Reilly, CENTURY 21 Scheetz—Indianapolis, IN
Tina Buccione, Coldwell Banker Residential Brokerage—Atlanta, GA

*Best OVERALL Relocation Department*
CENTURY 21 Scheetz—Indianapolis, IN
Coldwell Banker Residential Real Estate of Florida

**REAL ESTATE SERVICES**

*Best Inventory Coordinator*
Mary Beth Begres, Coldwell Banker Residential Brokerage Mid Atlantic—Washington, DC, Metro

*Best Homefinding Coordinator*
Mary Beth Begres, Coldwell Banker Residential Real Estate of Florida—Orlando, FL

*Best Corporate Homes Specialist*
Deanna Kronmiller, Coldwell Banker Residential Brokerage Mid Atlantic—Baltimore, MD

*Best OVERALL Relocation Department*
CENTURY 21 Judge Fite Company—Dallas/Fort Worth, TX

**AFFINITY SERVICES**

*BEST HES Referral Coordinator*
Stacey Mineo, Coldwell Banker Residential Real Estate of Florida—Tampa, FL
Grayce Maldonado, Coldwell Banker United, REALTORS®—Houston, TX

*BEST USAA Referral Coordinator*
Kathy Semlinger, Coldwell Banker D’Ann Harper, REALTORS®—San Antonio, TX
Jonathan DiPietro, Coldwell Banker Residential Brokerage of New England—Boston, MA

*Best OVERALL Relocation Department*
Coldwell Banker D’Ann Harper, REALTORS®—San Antonio, TX
Coldwell Banker Residential Brokerage—Denver, CO
QUOTES FROM THIS YEAR’S PARTICIPANTS:

“I enjoyed all 3 roundtable sessions and obtained great ideas. I so appreciate the willingness to share ideas and experiences.”

“The roundtables are the best learning tool at the conference. You get to interact and can ask questions in smaller groups.”

“The workshops I attended were excellent, and I came back with great information.”

“Loved the new workshop format!”

“USAA has an incredible vibe going on right now; its positive, helpful and educational. The leadership of CB Starks and John Carr have made USAA more approachable and upbeat!”

“Learning from others about their biggest challenges and how they are overcoming them. The exchange of ideas among principals and relocation directors in informal settings.”

“Learned lots about the importance of culture and how to implement. Grabbed a copy of Amy’s green book on how she revolutionized the Cartus Culture.”

Overall rating of the Cartus Broker Network International Conference was 97.9% good or excellent.

98.3% rated the JW Marriott Desert Springs Resort and Spa, Palm Desert, CA, as a good or excellent site for the conference.

95.9% rated the General Sessions good or excellent.
The Buzz

**Quotations from this year’s participants:**

“Always a great way pick up new ideas to bring back.”

“Richard Smith is always very wise, and I always bring that information back to share with my company.”

“CUSTOMER SATISFACTION!!
Customers talk, and while we’ve placed an emphasis on customer satisfaction, we are going to talk about it at EVERY A-Team meeting and coach around it.”

“Focus all marketing on the consumer—not the agent or company, but how as a company and agent we can help the consumer. Consumer experience is all important.”

“I learned new ways to approach the agents to get them to fully understand why we are here and what we are doing. Why we love this business and what we need to do to keep receiving it.”

“Everyone in the Cartus Network is a team and will go above and beyond to help other succeed and share tips and techniques. There is a camaraderie that I did not know existed.”
Our Sponsors

We are thankful for our core-group sponsors and exhibitors who joined us for the 2015 International Conference. “The commitment and dedication this group delivers is an ever-increasing value proposition to the Cartus Broker Network through their continual evolution of products and services,” said Gerry Pearce, Executive Vice President, Broker and Affinity Services. Continuing to express his thanks for the support of these organizations, Gerry stated, “To remain at the forefront of customer service and conversion excellence, the correct mix of technology and support systems is essential—it is a privilege to work with such outstanding companies who are committed to the success of Cartus and the Cartus Broker Network!”

Sponsor comments:

“Awesome conference! Best one I have been to since joining the MoversAdvantage® team in 2009. Beautiful venue and an outstanding team of USAA preferred brokers and relocation directors in attendance... especially the 15 winners of the USAA awards!”
— C.B. Starks, Executive Director Member Relocation Services, MoversAdvantage® Program, USAA

“Participation in the yearly Cartus conference is always a highly anticipated event, and it again exceeded expectations this year. Being able to network, prospect and learn with the best talent within the real estate community is invaluable time spent for PHH Mortgage and our team. Thank you to Cartus for being a great partner!”
— Ross Olcott, Vice President Real Estate Sales, PHH Mortgage

“While American Home Shield has supported the Cartus Broker Conference for many years, this was my first time in attendance. What an event! The amazing surroundings in Palm Desert were equally matched by the wonderful array of professionals I had the pleasure to meet. Cartus put on a first-class meeting and I’m already looking forward to next year!”
— Martin Levenson, Vice President of Business Development, American Home Shield

“Once again the Cartus Conference was an extremely successful and valuable event. Not only was it very well thought out and organized, it provided an excellent opportunity to network and connect with some of the best thought leaders in the industry.”
— Ayoub Rabah, SVP Marketing, Home Partners of America
The Exhibitors

Our EXPO remains a key component of the conference, bringing value to our Network members through innovative products and services which assist them with providing an exceptional experience to all our customers, as well as remaining at the forefront of the real estate industry. “The networking environment created within the EXPO area continues to be invaluable, and we are grateful to all our sponsors and exhibitors for spending their time and energy with our Network,” said Eric Shapiro, Southeast Regional Manager for the Cartus Broker Network, who oversees the EXPO.

“The CARTUS Conference is top notch, always one of my favorites to attend each year. It’s a great, professional group of people, and I love the energy everyone seems to get while they’re there. It’s also a great place to connect with so many of our current customers, even having the opportunity to teach them a thing or two about our software during the breaks!”
— Aaron Tyler, Lead Developer & Managing Partner, eRelocation/ASK Real Estate Technology, LLC
The Cartus Broker Services team thanks all those who made the trip to Palm Desert for the 2015 Cartus Broker Network International Conference. We hope you enjoyed the experience, networking, and sharing of important topics and trends. We look forward to doing it again next year!

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