



About the NVM

The benefits of NVM brokers and real estate experts

The NVM logo is a guarantee of quality. For this reason, brokers in the Netherlands carry this logo with pride. But their membership in the largest association of real estate brokers and real estate experts in the Netherlands also means attractive benefits for you:

- 1: National network of more than 3,600 NVM brokers
- 2: The tremendous scope of funda
- 3: Fingers on the pulse
- 4: Compulsory schooling
- 5: NVM Code of Practice guarantees quality service
- 6: The NVM Home Guarantee against hidden defects¹
- 7: Your mains services move with you¹
- 8: NVM's unique Legal Assistance Insurance Policy¹
- 9: Peace of mind through professional indemnity
- 10: A good listener for questions or complaints
- 11: We value your opinion

1: National network of more than 3,600 NVM brokers

The housing supply from more than 3,600 NVM real estate brokers is updated daily and registered in the NVM network, using a nation-wide computer network. This means your broker is able to announce that your home is for sale extremely quickly, to a massive market of potential buyers. In addition, he or she also has immediate access to a complete overview of all the homes for sale through his/her colleagues.

2: The tremendous scope of Funda

With more than 200,000 hits per day, Funda is the most popular residential property site in the Netherlands. Here, you will find the most complete range of homes for sale, both in terms of houses and flats, as well as new developments and rented accommodation. It is only possible to advertise your home on this site through an NVM real estate broker.

3: Fingers on the pulse

NVM brokers are up to date with the very latest market developments. They have the advantage of being wired in to the NVM's digital knowledge centre, a highly detailed portal that provides them with all kinds of information. For example: the value (and history) of a home, or a background check on the neighborhood.

4: Compulsory schooling

The NVM obliges its members to give their professional knowledge a yearly upgrade. Professional training and other courses mean that NVM brokers have a broad, up-to-the-minute knowledge of the market and all the applicable legislation and regulations.

5: NVM Code of Practice guarantees quality service

In order to guarantee a uniform high quality of service, NVM brokers have together drawn up the NVM Code of Practice. This concerns the level of expertise, objectivity and reliability of each and every individual NVM member. An NVM broker may not have any direct or indirect interest in immovable property, nor participate in unfair competition and may never represent both the buyer and vendor in the same transaction, in relation to conflict of interest.

6: The NVM Home Guarantee against hidden defects

The NVM Home Guarantee prevents financial disasters, as you are insured against any defects in your home that were initially unknown to you. Following a house survey carried out by a reputable firm, you are able to take out extensive insurance for a maximum of twelve months. This insurance offers generous cover against any damage, such as broken central heating boilers or systems, cracks in the foundations of your house, a leaking roof or rotten floorboards.

7: Your mains services move with you

A bonus for everyone who has to move house: most of the NVM real estate brokers can help you cut off the power at your old address and get it connected at your new one. Or would you like to change supplier? The NVM broker can also help you compare products and suppliers. Furthermore, the NVM broker will be pleased to assist you in cancelling your existing contracts and entering into new ones with the supplier of your choice.

8: NVM's unique Legal Assistance Insurance Policy

The NVM has developed a form of legal assistance insurance for the buyers and vendors of private immovable property. This insurance provides entitlement to legal assistance in the event of disputes between buyers and vendors ensuing from the contract of sale for a property.

9: Peace of mind through professional indemnity

All NVM brokers are insured against damages ensuing from professional errors, and this also works in your interest. If you are in dispute with an NVM member, and the court rules in your favour, this insurance means the broker will be able to pay any costs he or she is ordered to pay to you.

10: A good listener for questions or complaints

If you have engaged an NVM broker, you can always turn to the NVM Consumer Information service with any questions or complaints you may have (call 0900-6060100, 0.15 euro p/m or mail consumentenvoorlichting@nvmorg.nl). For serious cases, we even have disciplinary proceedings. All NVM brokers are subject to these. The aim: To protect your interests and uphold the good name of NVM real estate brokers.

11: We value your opinion

We attach a great deal of value to the opinions of our customers. After all, your experiences are the best yardstick for the quality of the services provided by NVM members. The NVM and its members therefore always appreciate receiving your reactions to the services provided. This information enables the NVM broker to tailor the services he or she offers even better to

his/her customers; which again ultimately works in your interest. Further information on the NVM Customer Satisfaction Survey can be obtained from your NVM broker or at www.nvm.tevreden.nl.

Not all brokers offer this product, or they may offer it under another name. Ask your broker for details.