

# Mr. Proptek Builder Related FAQs

## 1. How can we sell inventory in one go?

Mr. Proptek is the world's first booking platform, allowing users to easily book a property within 24-72 hours, depending on the builder/developer's policy. You can publish your projects on our platform, and as soon as your project goes live, it will reach a global audience. Your project will be marketed extensively across all Mr. Proptek channels. We will even brand your project before it goes live with project trailers and promote it in the "Coming Soon" category to generate hype.

Oora, our AI platform, powered by the AI Express Engine, not only answers user queries but also integrates with builders and developers to help guide your brand on how and when to market your project on our platform. It also provides strategies for engaging potential customers by offering customized gift cards. Additionally, Oora supports the sale of your inventory by offering exclusive deals to users and potential customers.

## 2. How can builders sell inventory quickly/in 24 hours/ fast?

**Seamless Property Booking:** Mr. Proptek is the world's first platform that allows users to book a property within 10 minutes.

**Project Publishing:** As a builder or developer, you can publish your projects on the Mr. Proptek platform, making them accessible to a global audience.

**Extensive Marketing Reach:** Once your project goes live, it will be marketed extensively across all Mr. Proptek channels, ensuring maximum visibility and outreach.

**Pre-launch Branding:** Mr. Proptek will brand your project even before it goes live, with engaging project trailers and promotions in the "Coming Soon" category to build hype and anticipation.

## Attract Running Customers with Lucrative Gift Cards

## 3. How the Transaction Works on Mr. Proptek? Who is Payment Executive? Role of Mr. Proptek here?

**1. Booking Process:**

- The customer selects the property they wish to book and proceeds to pay a minimum booking amount. This booking amount ranges between ₹20,000 to ₹1,00,000, depending on the builder's terms.
- This amount is held as a holding price, and it is refundable once the token payment is received for the property within 7-8 working days in the source account.

**2. Token Payment & Documentation:**

- Upon the token payment (or first instalment), which is decided by the builder, the builder is required to provide the necessary documentation within the allocated time.
- If the customer chooses to cancel the transaction, the builder is obligated to refund the booking amount according to the cancellation policy.
- Once the agreement is signed, and everything is confirmed, the builder retains the payment, and the terms are governed by the cancellation policy, which may allow the builder to forfeit the amount.

**3. Payment Executive:**

- A dedicated payment executive is assigned to every customer who completes a booking.
- The payment executive serves as a companion throughout the process, assisting with documentation, ensuring that documents are signed and forwarded to the builder.
- The payment executive also helps facilitate the transfer of funds from the customer's bank account, supporting various payment methods like online banking, e-cheques, and more.

---

**Regulations and Payment Process on MrProptek****1. Role of MrProptek:**

- MrProptek acts solely as a facilitator in the transaction process. We ensure that all funds are securely held in the builder's designated escrow or RERA account.
- We do not hold or manage any funds other than the initial booking amount. All further payments are directly handled between the customer and the builder, ensuring complete transparency and accountability throughout the process.

**2. Agreement Verification:**

- Upon receipt of the agreement, the customer will verify the terms and conditions thoroughly through the Oora platform, which ensures the agreement is accurate and satisfactory.
- Once verified, the customer will digitally sign the agreement, affirming their consent and ensuring that both the builder and the customer are fully aligned on all aspects of the transaction.

#### 4. What are gift cards? How can a user negotiate on this platform?

Attract Running Customers with Lucrative Gift Cards

- **Customer Retention Strategy:** If a customer seems to be losing interest or is about to exit the transaction process, you can bring them back with the offering of attractive gift cards. This strategy acts as a way to re-engage potential customers and encourage them to reconsider their decision.
- **Gift Cards as a Negotiation Tool:** Gift cards serve as a negotiation process between builders and customers. They are an effective way for builders to offer additional value, creating an incentive for the customer to stay engaged or finalize the purchase.
- **Flexible Benefits:** Builders can use gift cards to offer various types of rewards, including discounts, special offers, and even personalized gifts, providing added value and enticing customers to move forward with the purchase.
- **Customer Entitlement:** Gift cards are not only a promotional tool but also a right that customers can request. By offering them, builders foster a sense of customer appreciation while reinforcing the idea that the customer has a say in the benefits they receive.

#### 5. How can I publish my projects here?

You can publish your project through a builder panel that you will receive, allowing you to onboard yourself easily and without any hassle. The entire onboarding process takes no more than 10 minutes, making it simple to publish your project. You can also upload it to the "Coming Soon" section after connecting with Mr. Proptek officials. Mr. Proptek will assist you 24/7.

Additionally, you can launch your project in multiple phases. For example, if you want to launch just the first half of the project, you can do so and apply discounts (up to a flat amount) to attract early customers.

From the admin side of Mr. Proptek, we will upload your project's VR, 3D models, and AR floor maps at no additional cost!

**6. How does Mr. Proptek's commission-based model work, and what benefits do early joiners receive?**

Mr. Proptek operates on a commission-based model, where our revenue is generated from the sale of properties and projects for builders. The specific percentage can be discussed and agreed upon before the onboarding process.

To explore partnership opportunities or to get started on our platform, please feel free to contact the Mr. Proptek team at +91 70872 70873 or +91 98140 05077. You can also reach out via email at [info@mrproptek.com](mailto:info@mrproptek.com).

In addition, we offer branding support to elevate your project's visibility. Early joiners will enjoy one year of complimentary advertising on the platform, helping them gain global recognition and reach a wider audience.

**7. How does Mr. Proptek ensure global visibility for our projects once they are listed on the platform?**

Mr. Proptek offers a unique, innovative model with a global reach, as our app will be available on both the Apple App Store and Google Play Store. This allows potential buyers from anywhere in the world to easily explore and purchase your property. Our platform leverages cutting-edge technologies like AI, VR/AR, React3js and 3D Modeling to enhance the property browsing experience.

In addition, Oora, the AI-powered support arm of Mr. Proptek, plays a crucial role in engaging both users and builders. Oora is designed to answer a wide range of customer queries—from understanding potential property appreciation over the next five years to providing information on the distance from the nearest port or whether a home is pet-friendly. Oora is equipped to handle any questions, ensuring transparency and confidence for buyers.

Moreover, Oora also assists in reviewing agreements and legal documents, ensuring that users are fully informed, satisfied, and stress-free throughout the process.

**8. As a builder, how can we ensure that our project is marketed effectively to attract the right target audience on the Mr. Proptek platform?**

As a builder, you will receive access to a dedicated dashboard through the builder's panel, where you or your analytics team can track and visualize how users are interacting with your project. Based on these insights, Oora—our AI-powered express engine—will provide personalized guidance on how to enhance your project's visual appeal and ensure it resonates with your target audience.

Oora also allows users to express their preferences, ensuring that the properties shown to them align with their specific needs. This dynamic approach helps in targeting the right audience effectively.

Furthermore, Mr. Proptek will provide valuable feedback on how to improve the visibility of your project, suggesting optimal branding strategies and the best times to promote your property for maximum impact. Our commitment at Mr. Proptek is to support both builders and buyers, ensuring a seamless and successful experience for everyone involved.

**9. How does Mr. Proptek handle customer inquiries or issues related to our project once it is listed on the platform?**

Mr. Proptek offers an inbuilt Google meet feature, allowing users to schedule meetings at their convenience. They will receive an invite link in their app profile section as well as via their registered email or WhatsApp number. The meeting link will also be shared with the builder's sales team, so both Mr. Proptek's managers and the builder's sales representatives can join the call to address any customer queries.

Additionally, regular follow-ups and communication will be handled by the Mr. Proptek official sales team, ensuring continued support for both builders and customers. A chat option is also available within the app, enabling users to stay in touch with their relationship manager and address any queries at any time.

For platform-related inquiries or onboarding assistance, we have a dedicated support section in the Help area. Here, users can engage in a customer support chat, where they will receive assistance and be able to provide feedback.

## 10. How Property Visits Happen on MrProptek?

### 1. Virtual Experience:

- MrProptek offers an immersive **4K virtual experience** that not only showcases the property but also provides an in-depth view of the entire project. This allows potential buyers to explore every corner of the property from the comfort of their home, providing a comprehensive understanding of the project's scope and appeal.

### 2. 3D Walkthroughs:

- For properties that are still under construction or have yet to be built, we provide **3D walkthroughs**. This immersive experience gives you the feeling of being inside your future home or office space, allowing you to experience the design, layout, and ambience of the property before it even exists in the physical world.

### 3. 3D Floor Maps:

- In addition to the walkthrough, you will have access to **3D floor maps**. These detailed maps give you a clear understanding of the layout, room sizes, and overall design, helping you visualize how the space will function and fit your needs.

### 4. In-Person Visits:

- If you would like to experience the property in person, you can schedule a **site visit**. For your convenience, MrProptek has established partnerships with leading travel companies worldwide, ensuring that your travel and accommodation are arranged seamlessly at a minimal cost.
- As part of our commitment to making your experience as smooth as possible, the expenses for your travel, accommodation, and city tours will be **refunded** upon the successful purchase of the property, up to a standard amount.

## 11. Are there any incentives for early-stage developers or builders to join the platform, and how can we take advantage of those offers?

While there are no specific incentives exclusively for early-stage developers, all builders, including those in the early stages, benefit from one year of complimentary advertising on our platform. This provides excellent exposure and helps build visibility for your projects as you grow and establish your presence in the market.

**12. Can we track the progress and success of our project after it's launched, including user interactions, conversions, and engagement metrics on the platform?**

Yes, Mr. Proptek provides a comprehensive analytical dashboard as part of the builder panel. This will allow you to track key metrics and performance through detailed charts and reports. Integrated with Google Analytics, the platform offers real-time updates on various metrics, providing you with valuable insights into your project's performance and user interactions.

**13. Can we integrate our existing CRM system or other business tools with the Mr. Proptek platform to streamline communication and project management effectively?**

In the initial phase, CRM integration will be available only for select systems. However, our R&D team at Mr. Proptek is diligently working on expanding this functionality, and we anticipate that full CRM system integration will be available within the next six months. Additionally, business tools for analytical purposes can be seamlessly integrated to enhance your experience.

**14. How quickly can we expect our project to go live on Mr. Proptek after the onboarding process?**

Once you have completed the onboarding and verification process with Mr. Proptek, you can quickly upload your projects, a process that typically takes no more than 10 minutes per unit. Additionally, you must upload an Excel file containing your current inventory, which will help us showcase available properties to users in real time. After submitting your project, the Mr. Proptek admin team will review the details, and once approved, your project will go live.

### **15. How does the payment structure work?**

When a customer wants to purchase a property, they need to pay a required booking amount (hold the price) to reserve it for a certain period (duration depends on the builder). If the customer proceeds with the purchase and pays the first installment within this period, the booking amount is refunded. If the first installment is not paid, the booking amount (hold the price amount) will be refunded to the customer's wallet, which can be used for a future purchase. However, if the customer wishes to transfer the amount back to the source account, a minor deduction of 10% to 20% will be applied.

### **16. Who uploads the VR/3D models of properties?**

The responsibility for uploading VR/3D models of all properties lies solely with MrProptek Company. They ensure that accurate and high-quality virtual models are provided, allowing buyers to explore and visualize properties effectively.

### **17. Will I be able to view an under-construction property?**

Yes, for under-construction properties, a suitable VR/3D model of sample flat will be uploaded, allowing you to explore the design, layout, and features in an immersive experience. This helps you visualize the final property and make informed decisions before completion. If there is no sample flat as well, will create a 3D interactive Model for the project where the customer can walk virtually.

### **18. What happens if a buyer pays the first installment but refuses to pay the remaining installments?**

In the event that a buyer pays the first installment but fails to fulfill subsequent payments, the builder reserves the right to take appropriate action as per the terms of the agreement signed at the time of payment. This may include the forfeiture of the initial amount received, subject to the contractual provisions agreed upon by both parties. MrProptek functions solely as an



intermediary, facilitating connections between buyers and builders. As such, it holds no liability for any transactional disputes, defaults, or financial discrepancies arising between the parties involved. The responsibility for customer verification, due diligence, and necessary documentation for property transactions rests entirely with the builder, who must ensure compliance with all legal and regulatory requirements. Will cross verify the verification detail of the user upon purchase where he needs to submit all the necessary documents.

**19. Is the RERA number mandatory for builder onboarding, and how does the verification process work?**

Yes, the RERA number is mandatory for builder onboarding. As part of our onboarding process, we collect and verify all necessary documents to ensure compliance. The verification process is completed within 24 hours, after which the builder's profile is approved/verified.

**20. Is there a fee for listing properties on MrProptek?**

No, MrProptek does not charge any listing fees. Our platform is designed to facilitate seamless connections between builders and potential buyers without any upfront costs for property listings.

**21. How does Mr. Proptek help builders connect with potential buyers?**

MrProptek serves as a bridge between builders and potential buyers by providing a transparent and efficient platform for property listings. Builders can showcase their projects to a wide audience, while our streamlined interface ensures that interested buyers can easily discover and inquire about available properties. Additionally, we facilitate smooth communication between both parties, ensuring a seamless transaction process.

**22. How does MrProptek ensure the authenticity of buyers?**

MrProptek follows a robust onboarding process that includes Aadhaar and PAN identity verification for domestic users, while international users must provide a valid passport and other necessary identification documents. While anyone can explore and use the app, purchases can only be made after completing the proper verification process. This structured approach safeguards customer privacy, ensuring a secure and transparent transaction.

**23. Does MrProptek provide legal assistance for transactions?**

Yes, MrProptek offers AI-powered assistance through Oora, our intelligent agent, which helps in reviewing legal agreements. Oora is designed to detect potential flaws, inconsistencies, or missing clauses in documents, ensuring a more secure and transparent transaction process for both buyers and builders.

**24. What are the documents required for the onboarding process of the builders?**

For the onboarding process, builders are required to provide essential identification documents. Domestic builders must submit their Aadhaar Card, PAN Card, and other necessary documents with RERA Number as per regulatory requirements. International builders must provide a valid passport and other relevant identification documents along with RERA Number/Equivalent Document to ensure a smooth verification process.

**25. Does MrProptek support bulk property sales?**

Yes, builders looking to sell in bulk can participate in the Mega Inventory Sale, which provides increased visibility and attracts bulk buyers.

**26. What happens if a builder wants to update or modify a listed property?**

Though each process is automated, but builders can easily edit, update, or modify their property details through the MrProptek Builder Panel, ensuring that listings remain accurate and up to date. Builders can always launch in different phases as well!

**27. Can builders offer discounts or special offers through the platform?**

Yes, builders can offer special discounts and promotions through MrProptek. They can provide gift cards to attract buyers and participate in the Mega Inventory Sale if they wish to sell properties in bulk. These features help builders enhance buyer engagement and accelerate sales. It's basically they can chase their customers if it's running from them by giving gift cards.

**28. Can builders list multiple properties on the platform?**

Yes, builders can list multiple properties on MrProptek. Our platform allows builders to showcase various projects, making it easier to reach a wider audience and connect with potential buyers efficiently.

**29. Can builders communicate directly with potential buyers through the platform?**

MrProptek respects the privacy of buyers and does not share their personal information with builders. However, if a buyer wishes to connect with a builder, we can facilitate a meeting via Google Meet, ensuring a secure and transparent communication process.

**30. Does MrProptek provide analytics on property views and buyer engagement?**

Yes, MrProptek provides detailed analytics on property views and buyer engagement. Builders can track the performance of their listings, including the number of views, inquiries, and buyer interest levels. This data helps builders optimize their marketing strategies and make informed decisions to enhance sales opportunities.

**31. What are the benefits of using MrProptek for property sales?**

Builders on MrProptek enjoy several advantages, including:

Global Reach – Access to a wide audience of potential buyers worldwide.

Free Branding & Marketing – Digital and outdoor marketing support at no cost.

Unbiased Platform – Equal opportunities for all builders and properties, with no preferential treatment.

Free AR/VR Modeling – Enhanced property visualization through advanced AR/VR technology.

No Listing Fees – Builders can list properties without any charges.

Buyer Engagement – Builders can attract buyers by offering gift cards and incentives.

User Verification – MrProptek ensures secure transactions by verifying buyers.

### **32. Does MrProptek charge any commission on sales?**

Yes, MrProptek charges a minimal industry standard commission on property sales. As an aggregator, we ensure a fair and transparent marketplace, providing builders with extensive marketing, and a seamless transaction process.

### **33. Can builders remove or deactivate a property listing?**

Yes, builders can remove or temporarily deactivate a property listing at any time through the MrProptek dashboard.

### **34. Is there any restriction on the type of properties builders can list?**

No, builders can list both residential and commercial properties as well as Island, as long as they meet the platform's verification and compliance requirements.

**35. How long does the verification process take?**

24 hours

**36. How does MrProptek handle disputes between builders and buyers?**

Mr proptek does not interfere in any dispute between buyers and builder

**37. Will Builders Get user information?**

yes, builders will have access to user data on the MrPropTek platform, but only to the extent necessary to facilitate communication and sales. They won't get any information as of user phone number, email or any other channel where they can directly communicate with them. However, after the booking amount (hold the price) is received the builder will be sent all the necessary information in order to protect customers privacy.

**38. How will Mr. Proptek attract High Net-Worth Individuals (HNIs), celebrities, and movie stars to the platform?**

**Global Reach for International Transactions:**

Mr. Proptek offers a truly global real estate platform. HNIs, celebrities, and movie stars can purchase properties anywhere in the world, whether they're in Dubai and want to buy a property in India, or in Spain and are interested in properties in London. Currently, Mr. Proptek holds a strong presence in India and Dubai, and the platform is expanding to other international markets, offering global exposure and convenience for elite clientele.

**Time-Saving and Professional Service with Oora:**

High-net-worth individuals often prefer not to waste time dealing with brokers who may lack professionalism and fail to provide authentic, reliable information. Mr. Proptek's AI-powered assistant, Oora, ensures that every property recommendation is accurate and personalized. Oora quickly guides buyers to the right property based on their preferences, saving them time and effort and delivering a premium, hassle-free experience.

**Exclusive VIP Access and Benefits:**

To further enhance the experience, Mr. Proptek offers a range of VIP Access Cards that come with significant value. Whenever a buyer purchases a property through Mr. Proptek, they receive a VIP Access Card. This card provides exclusive benefits such as access to airport lounges, world tours, cruise tours, flight tickets, Disneyland tickets, and much more, including vouchers, gift cards, and unique gifts.

**Platinum Membership for HNIs and Celebrities:**

Specifically designed for high-net-worth individuals, celebrities, and movie stars, the **Platinum Membership Card** offers a luxury experience. It not only grants access to exclusive benefits but also facilitates networking opportunities with other affluent property buyers who have chosen Mr. Proptek for their real estate investments. This Platinum Card creates a premium network, helping clients connect with influential figures in various industries, creating a unique, value-added proposition for elite buyers.

**39. What is Mr. Proptek's Loyalty Program?**

Mr. Proptek's Loyalty Program offers a range of exclusive VIP Access Cards designed to enhance the experience for our valued clients. These cards are awarded based on the properties customers purchase and come with varying levels of luxury and benefits. Currently, the program includes four distinct tiers: **Silver**, **Gold**, **Platinum**, and **Titanium**.

**Key Benefits of Each Tier:****Luxury Perks for All Tiers:**

Each VIP Access Card provides customers with access to a variety of luxury benefits, including airport lounge access, international travel tickets, world tour packages, Disneyland express tickets, cruise stays, 5-star hotel accommodations, lifetime 5-star restaurant dining coupons, and much more. These benefits add immense value and convenience to the overall property-buying experience.

**Exclusive Discounts on Future Purchases:**

Customers who hold these cards can enjoy significant discounts on future property purchases. Furthermore, they have the opportunity to upgrade their card from **Silver** to **Gold**, from **Gold** to **Platinum**, and from **Platinum** to **Titanium**, unlocking more exclusive privileges at each level.

**Titanium Card – The Ultimate Perk:**

The **Titanium Access Card** offers unparalleled benefits, including access to an exclusive network of fellow high-net-worth individuals (HNIs), celebrities, and stars who have also bought properties through Mr. Proptek. In addition to the luxury perks provided by other tiers, Titanium members also enjoy special networking opportunities with influential figures, further enhancing the value of the Mr. Proptek experience.

**40. What makes Mr. Proptek different from other real estate platforms like 99acres, Housing, Magicbricks, and NoBroker?**

Mr. Proptek is a revolutionary platform that stands out in the real estate industry by offering a **first-of-its-kind property booking experience**. Unlike traditional real estate platforms such as 99acres, Housing, Magicbricks, or NoBroker, Mr. Proptek offers **global reach**, enabling users to buy properties from anywhere in the world seamlessly.

Key differentiators include:

**AI-Enabled Technology:**

Mr. Proptek is the **first AI-powered proptech platform** that uses an advanced AI-Companion to help users find the most suitable properties without any bias. The AI guide ensures users receive personalized and accurate recommendations, enhancing the overall experience.

**Direct Property Booking:**

Unlike conventional platforms, where users can only inquire or generate leads, **Mr. Proptek allows users to directly book properties** through our app, available on both iOS and Android. This enables a smooth and transparent buying process, bypassing unnecessary intermediaries.

**Builder's Panel and Real-Time Updates:**

Mr. Proptek provides a dedicated **builder's panel** for developers, offering **real-time updates** and full control over their listings. This ensures that the information displayed is always up-to-date, which is often a limitation on traditional platforms that do not offer such detailed management tools.

**No Middlemen:**

Traditional platforms often function as lead generators, passing on inquiries to brokers who

may bombard users with calls and messages. **Mr. Proptek avoids this** by offering a direct line of communication. Users can schedule **Google Meet** sessions with our team to get detailed, personalized assistance, ensuring a smoother, more professional experience.

#### **Luxury Property Experience:**

Mr. Proptek is designed to **bring luxury back to property buying**. Our platform focuses on providing an upscale experience, offering VIP features and a seamless journey for buyers, ensuring that they feel valued and attended to throughout the process.

In short, Mr. Proptek revolutionizes the real estate landscape by offering direct property bookings, cutting-edge AI technology, and a premium experience that sets it apart from traditional platforms.

#### **41. Is oora better than chatgpt? How?**

**Oora** is an AI-powered companion specifically designed to assist users in the real estate sector. Unlike general-purpose AI models like **ChatGPT**, Oora is an **AI express engine** with a deep understanding of the real estate industry. Whether you're a buyer or a developer, Oora provides tailored guidance and answers to complex real estate queries.

For example, you can ask Oora questions like:

- **“How far is the nearest airport from this property?”**
- **“Is this apartment pet-friendly?”**
- **“What will the appreciation of this property look like in the next 5 years?”**

Oora is built to provide accurate, industry-specific insights that can assist in making informed property purchasing decisions.

While **ChatGPT** serves as a **general assistant** for a wide range of topics and tasks, **Oora** is highly specialized, offering in-depth real estate knowledge and serving as a trusted AI companion in your property journey.

To learn more about Oora and its capabilities, feel free to visit [www.oora.ai](http://www.oora.ai).

#### **42. How does Mr. Proptek ensure customer retention?**



Mr. Proptek offers an unparalleled experience that keeps customers coming back. Our platform integrates cutting-edge features such as **4K virtual reality tours, 3D property views, and interactive 3D floor maps**, allowing users to experience properties like never before. With **real-time data updates** directly from builders, customers are assured of authentic and up-to-date information without the hassle of engaging with brokers, eliminating the common pain points of traditional property buying.

We go beyond just property listings. When customers make a purchase through Mr. Proptek, they receive **exclusive gift cards, coupons, and other luxury perks**. Additionally, Mr. Proptek offers **one-on-one guidance** at the customer's convenience, making the property-buying process smooth and personalized.

At the heart of our customer retention is **Oora**, our **AI-powered companion**, which provides smart, tailored advice throughout the property buying journey. Whether it's helping to choose the perfect property, reviewing legal agreements, or cross-checking important details, Oora ensures that customers feel fully supported and informed at every step.

Moreover, once customers make a purchase through Mr. Proptek, they become part of our **VIP Access Program**. This includes exclusive benefits such as **world tours, complimentary 5-star hotel stays**, and more. As customers continue their journey with Mr. Proptek, they can upgrade their VIP cards, enjoy better discounts, and access additional luxurious perks.

We believe in building long-lasting relationships with our customers by offering them **exceptional value**. Once you experience the Mr. Proptek difference, we're confident you'll choose us for all your future property needs.

#### **43. Are there any partnerships or co-branding opportunities available for my projects?**

Yes, Mr. Proptek strongly believes in collaboration and co-branding as key drivers of mutual success. We focus on building partnerships based on **trust, transparency, and shared benefits** for both parties.

By partnering with Mr. Proptek, you gain access to a global audience, helping you move your inventory quickly and efficiently. We become a **technology partner** and an **online sales channel** that enhances your project's visibility while helping you significantly reduce marketing costs. Our platform provides an opportunity to **amplify your brand**, establish a strong identity, and ensure your project receives the attention it deserves.

Our aim is to help builders like you scale efficiently, enhance brand recall, and gain global recognition, all while ensuring that you can focus on future projects. At Mr. Proptek, we see collaboration as a path to long-term growth and success.

#### 44. How does Mr. Proptek ensure data privacy for both users and builders?

At Mr. Proptek, we take data privacy and security very seriously. We have a comprehensive and regularly updated privacy policy that complies with the latest industry standards. Users are always informed about updates, and they are required to review and accept the policy to ensure full transparency.

We implement **data encryption** to protect sensitive information, ensuring that only authorized personnel have access to project data. Access to your project is strictly controlled, and only the admins within the system can manage or make changes to your project, ensuring accountability and security.

Additionally, our integration with your CRM system is designed to protect your data. We do not extract any data from your CRM into our platform, ensuring that your data remains securely within your system. All changes or updates to your project can only be made through the builder panel, which adds an additional layer of control and security.

Mr. Proptek is committed to safeguarding both user and builder data, providing a secure environment where all parties can interact with confidence.

#### 45. Does Mr. Proptek provide dedicated support?

Yes, Mr. Proptek offers dedicated support for every project listed on our platform. Once your project is live, you will be assigned a **Relationship Manager** who will work closely with you to ensure that all your needs are met. Additionally, our AI-powered platform, **Oora**, is available to assist with queries and provide strategies to help you optimize your project's success.

If you have multiple projects live on the platform, we will assign a **Brand Manager** to oversee your broader needs and ensure consistent, high-level support across all your listings.

At Mr. Proptek, we value **collaboration, trust, and transparency**, and we are committed to providing exceptional support to help you achieve the best outcomes for your projects.

#### 46. How does Mr. Proptek handle customer care complaints?

At Mr. Proptek, we prioritize **customer satisfaction** and have multiple channels to address customer complaints and queries effectively. Customers can easily reach out to our support team via the **Help Section** on the profile page of the app, where they can chat directly with our customer care representatives. We are committed to resolving all queries within **24 hours**, ensuring a prompt and efficient service.

Additionally, if customers wish to learn more about a specific property, they can directly engage with our team through the **chat feature** available on each project page. Our dedicated executives are always available to assist and ensure that customers' concerns are addressed comprehensively and promptly.

At Mr. Proptek, we value transparency and work diligently to provide the best experience for all users.

#### 47. Where does Mr. Proptek operate from?

Mr. Proptek's headquarters is currently based in **Chandigarh**, with plans to relocate operations to **Gurgaon** by the end of May. In addition, we are expanding our presence globally, with offices to open in **Bangalore, Dubai, Mumbai, Kochi, and Chennai** by the end of **2025**.

Furthermore, we are in the process of finalizing plans to expand into other cities such as **Indore, Ahmedabad**, and an additional **28 cities** across India, which will be finalized in the near future.

#### 48. How can Mr. Proptek assist builders who are already selling their inventory within 24 hours?

For builders who are already successfully moving their inventory quickly, Mr. Proptek offers a comprehensive platform to help streamline and enhance their sales processes. Our platform enables builders to efficiently manage inventory, track customer interactions, schedule meetings, offer personalized discounts, and even handle travel reimbursements—all in one

place. This organized approach eliminates the chaos often caused by brokers and ensures a seamless and transparent sales experience.

With Mr. Proptek, there's no need for a large sales team to physically showcase properties. Our real estate specialists will take care of the virtual property tours and provide a personalized experience for each customer. Additionally, we assist with luxury accommodations and travel arrangements, something brokers typically don't offer. Our platform ensures that customers are presented with properties that genuinely match their preferences, without any bias based on commission structures.

In essence, Mr. Proptek helps streamline operations, reduce reliance on brokers, and ensure that your customers receive the best possible service and experience.

#### **49. How is Mr. Proptek Different from Brokers?**

Mr. Proptek is a technology-driven company that serves as an aggregator, offering a streamlined process for property booking. Unlike traditional brokers, we focus on organizing the entire real estate purchase experience—from increasing builder sales and selling inventory in one go to directly engaging with customers through exclusive discounts and offers.

In addition, Mr. Proptek offers unique advantages such as coupons, gifts, and VIP Access Cards. Titanium cardholders gain access to a prestigious network of High Net-Worth Individuals (HNIs), celebrities, and industry leaders, enhancing the value and reach of your projects.

Mr. Proptek is revolutionizing the real estate market by providing a unified platform that handles all aspects of property sales. This means no more reliance on large sales teams or brokers who create confusion and inefficiency. Our platform simplifies the process by showcasing properties, offering guidance, facilitating payments, and managing customer interactions—all from one central location.

Additionally, Mr. Proptek offers global exposure for your properties, attracting both domestic and international buyers, thus bringing added value and credibility to your real estate projects.

#### **50. Do I need to visit the property physically before purchasing?**

Not necessarily! With our VR property tours on app(coming soon), you can explore properties remotely and make an informed decision without visiting in person. However, if you prefer a physical visit, we can arrange site visits with the seller which will include your stay and travel.

### **51. How Does Oora Help Me Find My Dream Property?**

OORA is an intelligent AI search assistant designed to understand your needs and preferences in-depth. You can describe your dream home in your own words, and OORA will curate the best possible property recommendations based on your inputs. possible property recommendations based on your inputs. The more details you provide—such as location, budget, amenities, style, and special features— the better OORA can refine its suggestions to match your vision.

### **52. Does MrPropTek Help with Rental Properties?**

No, MrPropTek focuses exclusively on property buying to ensure a seamless and hassle-free purchase experience. Rental services are not available at this time.

### **53. What if I change my mind after selecting a property?**

If you haven't signed any legal agreements, you can cancel your interest in a property at any time. However, once a deal is finalized, cancellation policies will depend on the seller's terms. The booking amount will be sent in your wallet and can be utilized on next purchase. If you want to send the money back in source account then there will be a minor deduction.

#### **54. I need special equipment to use VR features?**

No, you don't need specialized equipment. VR tours are accessible through standard smartphones and computers, making it easy for you to explore properties virtually.

#### **55. How will we track user payment?**

The user will send their reference ID number for the cheque, e-cheque, or any other payment method they have used. The authorized person on the builder's panel will approve the payment, and once approved, the admin of Mr. Proptek will send a confirmation stating that the property is now yours. Additionally, the agreement will be sent after the token money is received, where digital signatures from both parties can be added, thus proving that the customer now owns the land, apartment, commercial space, etc.

An official email from the builder's email address will also be sent to the user confirming that the payment has been received and outlining the next steps in the process.

Currently, Mr. Proptek does not assist in the registration of the property. The customer is responsible for this, although we can provide guidance. The builders will also cooperate with the user during the conveyance process and ensure the best customer experience.

The Mr. Proptek R&D team is working on creating a tracking application where you can monitor customer payments, meeting schedules with customers and the Mr. Proptek team, events in collaboration with Mr. Proptek, notifications for approvals, project displays, bookings, and inventory tracking directly from your phone. However, these features are currently available through the builder's panel.

#### **56. Will Oora help in finding rental properties?**

Not yet. Currently, Oora focuses on property purchases, but stay tuned for future updates!

### **57. How fast can I find a property with Oora?**

Our system works in a flash—your dream home or perfect investment could be discovered in as little as 60 seconds.

### **58. Is Oora available on mobile devices?**

Initially, Oora will be launched within the mrproptek app, ensuring seamless mobile access. A standalone web version is also in the works. Look out for our release in Spring 2025!

### **59. Can I buy directly after searching through Oora?**

Yes! Simply download the mrproptek app and use Oora on the homepage to express your property preferences. Our AI will suggest properties that match your description, and you can complete your purchase directly through the app—in as little as 10 minutes.

### **60. How Mr. Proptek ensures the transparency to builder during transaction**

At MrProptek, we are committed to maintaining the highest level of transparency and trust in every transaction. To ensure a seamless and secure process for both builders and customers, the following guidelines are followed:

1. **Transaction Integrity:** Mr. Proptek acts solely as a facilitator, ensuring that all funds are securely held in the builder's designated escrow or RERA account. We do not hold or manage any funds other than the initial booking amount. All transactions, including payments, are conducted directly between the customer and the builder, ensuring complete transparency and accountability.
2. **Booking and Agreement Process:** Once the booking amount (token money) is received, the builder is required to provide a formal agreement within a specified time frame. Timely delivery of the agreement is essential. Any delay in sending the agreement,

unless otherwise agreed upon, is considered unacceptable, as it could affect the transaction's integrity.

3. **Digital Agreement Signing:** Upon receiving the agreement, the customer will verify all terms and conditions thoroughly through the Oora platform, ensuring the agreement is accurate and satisfactory. The customer will then sign the agreement digitally, affirming their consent and ensuring that both parties are fully aligned.
4. **Builder's Refund Policy:** In the unlikely event that the agreement is not provided within the designated time or there are significant discrepancies, the builder is required to promptly refund the booking amount to the customer. This ensures the customer's interests are protected, and the builder's commitment to fairness and transparency is upheld.

Mr. Proptek's approach is designed to safeguard the rights and interests of both parties, ensuring that all transactions are carried out in a fair, secure, and transparent manner. We believe in fostering trust and clear communication, which is essential for maintaining strong relationships between builders and customers.

#### **61. What are the Margins and Commission Structure at MrProptek?**

At MrProptek, we maintain complete transparency regarding our commission and margin structure. Before any builder is onboarded, a thorough discussion is conducted to clearly define the terms and expectations surrounding the commission structure. This ensures that all parties involved are on the same page and fully aware of the terms.

**Pre-Onboarding Discussion:** The commission structure is thoroughly discussed with the builder during the onboarding process. This allows for a clear understanding of the terms and ensures that both parties have agreed upon the terms beforehand.

**Written Confirmation:** Following the discussion, a written confirmation of the agreed-upon commission structure is provided. This document serves as a record of the terms discussed and agreed upon, providing clarity and security for both the builder and MrProptek.

**Formal Agreement (If Needed):** In certain cases, a formal agreement may be drawn up to further safeguard the interests of both parties. This agreement is carefully crafted to ensure fairness, security, and alignment of expectations between MrProptek and the builder.



**Onboarding Process:** Only after the commission structure has been discussed, confirmed in writing, and, if necessary, formalized through an agreement, does the builder onboarding process proceed. This ensures that all terms are clear and mutually accepted, minimizing any potential misunderstandings down the line.

At MrProptek, we are dedicated to ensuring that our partnerships are built on a foundation of trust, transparency, and mutual understanding. Our commission structure is designed to align the interests of both parties, providing a fair and sustainable framework for all involved.