



Accounts Handling Process/ Data Protection Policy

This policy implies to all Sales and Freelance Staff working with Lux Realty LLC to close a sales deal and/or to rent a property on behalf of landlord.

- It is mandatory for all sales staff to enter the data of the landlord/ buyer/ seller/ tenant/ property with their request, property details and respective documents in the CRM.
- Meetings/ notes/ replies/ queries/ events and/or any matter pertaining to the respective property/ contact or the company should be added in respective field.
- Collecting relative and necessary documents from the client is the prime responsibility of the agents.
- After documents collection, they need to be entered into the CRM in corresponding property/ contact/ company.
- Admin team is available to assist agents and sales team to prepare Contracts/ Agreements for your clients and agencies to save your time and to speed up the process.
- Beside entering the events/ contact/ property/ company and any proceedings regarding sales/ renting property, each agent needs to inform and update his/her line manager/ supervisor.
- Line Managers/ Supervisors should have to maintain a track record of every deal in process of each agent and get follow-up on daily basis.
- Once the deal is about to close, the agent has to escalate the matter to the supervisor for further documentations.
- Agent is not allowed to take a part in completing the sales or renting documentation whatsoever at the time of closing.
- Supervisor is the sole responsible to generate invoice through Accounts department to submit to the client, keeping agent in loop.
- It is the duty of the Supervisor to prepare relevant documents like, Ejari or contracts etc. Connect with developer to prepare sales deed and other related paper work.
- Supervisor has to make sure that all the payments should be deposited into the company's bank account either online/ bank transfer or cheques deposits.
- It is strictly prohibited for all employees to take cash or get the amounts transferred to personal bank accounts. Failure to do so will result in loss of wages/commissions or both
- If an employee is caught using their personal bank account to transfer company-related amounts or gets cash from any on behalf of the company, The company considers it fraudulent and has the authority to take legal action against such cases.
- No agent is allowed to work for Lux realty and another estate agency at the same time.
- When working for Lux realty they undertake to pass all business directly through Lux realty.





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- It is illegal and unlawful to any representative of Lux Real estate to enter into any direct agreements with any other agency/developer/landlord/ client/ Buyer or any other organisation or person dealing with any kind of real estate business.
- Any agent found to have behaved dishonestly or have collected any payment illegally will be reported to the police authorities and reported to RERA. Lux realty will also be entitled to claim compensation and losses of a minimum of 50,000 AED.

Sana Khan
CEO
Lux Realty

----- AFFIDAVIT -----

I _____ have reviewed the policy mentioned above and confirm that I will comply with the rules and refrain from engaging in any illegal activities and that the Lux Realty has the right to take legal action against me if I found suspect.

Passport No. _____

Emirates ID No. _____

(Signature)

