Speaker 1 ([00:00](https://www.rev.com/transcript-editor/shared/PPqLnIOTAM8zIWszRwklts4JvkYwCkZhnNz8YqSjnDd_0Q6wxsumT-F6TJataY9rGb3yuRIsH8xqRoZE643HUFsSeEc?loadFrom=DocumentDeeplink&ts=0.24)):

You're tuning in to “Drive With NAR,” the Safety Series, powered by REALTOR® Magazine, in partnership with the REALTOR® Safety Program. Hear harrowing stories from real estate professionals who have faced danger in the field, and expert advice on how to work safely. Get more safety tips at nar.realtor/safety. Demonstrating your knowledge of how to keep clients and transactions safe is an important way to show your value as a real estate professional. But which is more important, physical safety while on a home tour or cybersecurity fend off scammers? It's not an either-or question. Today, my guest will help you succinctly communicate all aspects of real estate safety so that you can show what you know and build your book of business. Chris Garrett is the 2025 chair of NAR’s REALTOR® Safety Advisory Committee and the 2025 president-elect for the Tennessee REALTORS. And Chris Atwell is the 2025 vice chair of the Safety Advisory Committee. Since we have two Chris’s, I'm going to call you Chris A. and Chris G., is that okay?

Speaker 2 ([01:05](https://www.rev.com/transcript-editor/shared/mSbidg3jcraWO3p6FT7p_fATg8kffTsE6XxixGnZI0A3Wc9Ap9TqevrOs9NvEsUsdH0907PIiZhbZk2Gy0RDUnB3jdI?loadFrom=DocumentDeeplink&ts=65.1)):

That's fine.

Speaker 1 ([01:06](https://www.rev.com/transcript-editor/shared/JCynCRMDtGFXCYmRsaeaXoB_Gt6O3Cujz7rl0uPjmsIog40-WhWjMvFFRMUjFAinkYyHDRdgtKOlKRhywQjY7iljiPA?loadFrom=DocumentDeeplink&ts=66.15)):

Okay. Thank you both so much for joining today.

Speaker 3 ([01:09](https://www.rev.com/transcript-editor/shared/pRbloDgiHlR5DxuHJ0xDm9t7DGL9Luj3Qaenu81wEPfES1BZlbkAFQ7KigrPYLJmmIgTWZDYCzNZ7HWmaSIuK4-ztKY?loadFrom=DocumentDeeplink&ts=69.09)):

Thank you.

Speaker 3

Glad to be here.

Speaker 1 ([01:11](https://www.rev.com/transcript-editor/shared/dToNkLXmWjs3nwPCd_XUENVv7ouVN8bf1WT6lXnqWWLNQskynwgj4xeKXUY4BFEvsPsOuxfycMak4qa9Xq-w9XZoY9Q?loadFrom=DocumentDeeplink&ts=71.43)):

There are three main opportunities to demonstrate your safety knowledge as a real estate professional: when you're working with buyers, when you're working with sellers, and when you're trying to convert FSBOs. So, let's start by discussing the buyer situation. Last year, something different happened. Real estate agents were required to start meeting buyers upfront to have the buyer agreement signed. So, that opened the door for a buyer consultation. Chris A., talk to me about how you add safety to the conversation when you're talking to buyers in that first meeting.

Speaker 3 ([01:44](https://www.rev.com/transcript-editor/shared/44HampiK2ZNYde5J8Jh3Bt3-HJBKEgRQaZHGQKjQYrRhWcBaubtdsvz450QtEW9MPzru8h3TgutdkqiXP0zp8lfhhzA?loadFrom=DocumentDeeplink&ts=104.01)):

Sure. When talking with buyers, you have to immediately first identify, is this buyer legitimate? What is their ability to purchase, to keep yourself face, and are they who they say they are? There's tons of tools and opportunities out there for real estate professionals to utilize, to verify and vet their perspective buyers and the buyers they're working with. When it comes to working with the consultation, Tracey, I think it's most important after you've gone through that identification step to set the boundaries and set the example of how you're going to conduct yourself during that transaction. And that speaks both subconsciously and consciously to the buyer, demonstrating that you're a true real estate professional. You're not going to, you know, do things and setting the expectation. You're going to show at certain times of day, so to not go to showings late at night or in the afternoon, that could quickly turn into evening. These types of different steps will help not only set good expectations with your buyers, but also keep you physically safe as a real estate professional.

Speaker 1 ([02:57](https://www.rev.com/transcript-editor/shared/MGz8DqJOFrR2RhGLDVynQlMZ1jyqVEhZFY0LEPeJCn__UoGrCHyDUSA3-slgXY7b-Xa2u5QlsTytGpSX0x3Mhjzgsuc?loadFrom=DocumentDeeplink&ts=177.27)):

Okay, I like that because that adds professionalism right up front. It lets them know that you are safety aware. Now, Chris G., how do you get the buyers to understand the value of the buyer consultation by using safety?

Speaker 2 ([03:10](https://www.rev.com/transcript-editor/shared/EEw9OZvk6ANDfl3kdtxC83NExEVhY-UqVNj_W-6WRCe0hfiPaF6vymz-lzO4dMKed3Jhcdhiy-Jur_531jV8JuPQ5Es?loadFrom=DocumentDeeplink&ts=190.57)):

Well, I've always thought that safety equals professionalism, so I love what Chris A. said about meeting them first. I think not only does it make them safer, but it also, to his point, it starts to set the expectation. The buyer consult is so important because there's a lot of things that can go wrong in a transaction, and if you meet upfront and discuss those scenarios, they're better prepared, you're better prepared. You're setting a framework for how that transaction is going to move forward. So, safe and professional, it really is going to help lead to a more successful closed transaction so you're happier and your client's happier.

Speaker 1 ([03:55](https://www.rev.com/transcript-editor/shared/4ckbH-QVNTiOkhIJmxIa5q-jpsLwCHXRiG5ssu5Jr31R13o6jQ8Eztg4CqTVQP0st2t0YncwG3MhXMICHC-Hq3GiWvU?loadFrom=DocumentDeeplink&ts=235.39)):

And what listeners may not realize is both of you all are former law enforcement, so I know you have great background in this. What about when the buyer says, “Is this a good neighborhood? Is that a safe neighborhood?” Do you think the consultation is an opportunity for you to share resources when you're talking to them about how to determine that since you technically cannot answer that question? What do you think?

Speaker 2 ([04:18](https://www.rev.com/transcript-editor/shared/uvmBC_XgXr3p4x9UA2fCD9WCb7b0dQ90-ly1vwMjKVgvHYgt4xnOpwWNtpLkbNZR8o14shjFIJFJFLbfvdxEWJgDy3M?loadFrom=DocumentDeeplink&ts=258.62)):

I think you're right. You can get it into a rabbit hole of trying to answer certain questions that aren't in our purview. So, really directing them to the right resources so they can make a determination if that neighborhood is right for them.

Speaker 3 ([04:34](https://www.rev.com/transcript-editor/shared/V8yat83HOL3i1x4d5CIvLlqPV6VzezkfYALdJtHCllwiR4NZUAxcSW5BoV1PT-aoIakjWi_HUS_mB-n36ikJ0ioanP8?loadFrom=DocumentDeeplink&ts=274.27)):

I agree. And sometimes I'll even throw in a little humor in there, which I'll just say, “You know what? I'm not in law enforcement anymore, I couldn't tell you directly, but I know who can,” and direct them in the direction of whether it's local or state or even federal data that's available to them, oftentimes through just a quick Google search and redirect to the correct webpage.

Speaker 1 ([04:58](https://www.rev.com/transcript-editor/shared/BSakR_7YDQRjZ3SB80cRS288oZoYYFxEvZCwq487pzW-EgwLj0aOkkp26FHElw1RhlgRnLK6KoazDLvUhn24M9uChkg?loadFrom=DocumentDeeplink&ts=298.6)):

Excellent. And that's another way that you're being a resource. You're showing your value by being a resource. Also, there is an article in REALTOR® Magazine about consumers saying that the real estate professionals are not educating them on frauds and scams. As a matter of fact, according to a certified D survey, 60% of the consumers that's buyers and sellers are saying that the real estate professional did not have a conversation with them about fraud and scams and dangers in the real estate industry. Do either of you have a conversation about wire fraud or anything right up front with your buyers?

Speaker 3 ([05:32](https://www.rev.com/transcript-editor/shared/Vhzgijx-b4C6OfhIMtDbRpVeIbyDjaRcKUZmgfD5_pBuLbOtc2Cn8P95aLDyIGoPWH-3zWK58b3VMrxL1XsP13UrDxI?loadFrom=DocumentDeeplink&ts=332.56)):

Have that conversation with all parties of the transaction right up front and often early and often reminding them that, look, this is a transaction where a large sum of money is going to be transferred, and you are a target. I let them know about the exponential increase in wire fraud and scams. Let them know about emails. I personally, my broker, nobody attached to me directly will ever ask for a change of wire instructions or things like that or request any type of money be diverted to a different account via email. And I always go with this two-step, the multifactor authentication method. Okay, I got an email from somebody that I know, now I'm going to call them to find out if this is legit and have them verify it.

Speaker 1 ([06:25](https://www.rev.com/transcript-editor/shared/vFFEEunvFLErQAiIajPPqNbS0mEoIzb0ZNrMWdIfNV9sBtPp_TBkTpHCgI-PExQ79p5JUBQX6YRZ4RhcHH3Djr94N30?loadFrom=DocumentDeeplink&ts=385.94)):

So, that's part of your conversation during the buyer consultation. Here is the phone number to call if you see any email or get a phone call or even a text message that's questionable. So, I like that, that's part of your process, your conversation. Now, Chris G., that same survey said that 22% of the emails look like they come from the agent. So, these wire fraud emails are purporting to be from the real estate agent, therefore it increases the liability because consumers said that if they're going to sue someone, they're suing everyone, even the agent. How do you weave that into the conversation during the buyer consultation to let them know how serious this is?

Speaker 2 ([07:03](https://www.rev.com/transcript-editor/shared/0AwFKMLksC8jgEO-k1W01UOTSBBLH4nDitVSpwBwiTkqv3o_8D1hT6_euL_H9mz5z9XfR6nEIsuc-Qcwm-nRX4VoVKs?loadFrom=DocumentDeeplink&ts=423.14)):

Absolutely. I think one of the things that we've done in Tennessee is we actually have a wire fraud disclosure, a warning disclosure, and that actually takes that client through what the potential pitfalls, they initial it, they sign it. So we're really going a step further so we can actually show here's how we talked about it and here was the outcome. I think to his point, the key is to know that we're not ever going to be the carrier of information that includes wiring instructions or anything to do with your wire and to verify it, to call that source and make sure. I had a situation to where we actually had an email come and it looked like it was from the title company—had all of the logos, everything was perfect except the address. The email address was incorrect, and it had some stuff on the end of it that caused it to be fraudulent and then not from the source that they said it was from. They were actually in line and almost wired $17,000. But luckily, the other agent and myself had a conversation just in time. They did not wire the money and we resolved it, but that's how close it can happen because it looks legitimate.

Speaker 1 ([08:21](https://www.rev.com/transcript-editor/shared/Sz64qevwbbTKIbFeuXhFr1aPF52hRzqrKvbkOA_TsLhsgZFBz4rjZV4mJCSQdk0qQFNvtmjMVc7UwwOUy9qcmczaPAM?loadFrom=DocumentDeeplink&ts=501.71)):

Wow. So that's an important conversation to have, so thank you for sharing that story. Now, Chris G., talk to your fellow broker owners. Why is it important for them to encourage their agents to have these kind of safety conversations along with the buyer consultation?

Speaker 2 ([08:37](https://www.rev.com/transcript-editor/shared/z3fMFFtv6dIGBxSWD3SaTpwdPeRPGT7lV292i-ItltZ4UvSEXeZOUDCq8YAwiWiQaXVTA6iSvclet0KyMTsohE25RXI?loadFrom=DocumentDeeplink&ts=517.73)):

Well, having a systematic way that we discuss these is the only way that we can ensure that these conversations are happening every time. If you just leave it up to chance, then we're only going to talk about it when we remember it, right? These things are so important because it's not something that the consumer and the client are really normally looking out for. They're excited. They're excited about their new home. They're getting all of these emails, they're being bombarded by all this information. They're getting contacted by the title company, insurance company, the lender, and they're sending documents out. So, it's not uncommon for them to see something that looks like it's a part of the flow of the transaction, and that's how the scammers really take advantage of those situations. So we have to really take that on ourselves to teach our agents for them to be really acute and acutely aware of what is out there in the danger, and then make sure they're talking to the clients about it.

Speaker 1 ([09:36](https://www.rev.com/transcript-editor/shared/m0zr2lhVmGau4x92mxEcAbSAxKLAJMBNcDcsAVHEIj-g4R6YvOS51wsC_06RwsTMX2yGjgX3jeBZqtKF0IzKtbb44oo?loadFrom=DocumentDeeplink&ts=576.09)):

Excellent advice. And Chris A., on the nar.realtor website, there is a template for an email, and it talks about wire fraud, so that's a warning.

Speaker 3 ([09:47](https://www.rev.com/transcript-editor/shared/bW58NkxBzOE3IqndUJEqYFnUW3s-qC0rYIoITjUnN5ntrdLbBVdGQ6wgAmp_OHe43tL_1HoT_sjcPF-22c0Cyazbx24?loadFrom=DocumentDeeplink&ts=587.67)):

Yeah, absolutely. And I encourage broker owners to communicate with each other. If you see something that's suspicious, share that information with the other people in your community. We've seen that be helpful in Florida in particular with vacant land fraud and other different things that were more community or regional specific.

Speaker 1 ([10:07](https://www.rev.com/transcript-editor/shared/rL0mIHWCob5xX4FH804tU-lFll6SkIBen46Ueo-_CD_w_bvWbSKk1901GwjUlRfvRM5Jl5EoNg92Sx1lHkM-dttOHG8?loadFrom=DocumentDeeplink&ts=607.59)):

And I like that—communication is key, speaking and talking to one another. So, let's talk a little bit about working with sellers. Now, when you're going on a listing appointment, Chris G., how can you add safety to that conversation to give you an edge with that seller?

Speaker 2 ([10:23](https://www.rev.com/transcript-editor/shared/l7sWjq1UDFNj0xR5rYncy_LvFJ5jDL1zuvyAeVyyMDyv2zCz5lAS6rpcEExvj1p_u2IQ386W9sxjZAG3r93VKDxe7y0?loadFrom=DocumentDeeplink&ts=623.4)):

I think it really starts in the listing presentation. There's a few ways that you keep the sellers safe. Their data is one way, the home, how you stage the home, because criminals are looking for, you have family photos up. A lot of times we've talked about removing family photos off the wall because we want to neutralize the property. But another reason is for a safety reason, because oftentimes criminals will watch and they know if you have children in your photos, well, there's most likely electronics in the home. So they'll gauge the level of interest in a home based on sometimes the photos, because they can probably imagine that they're going to be the types of things that they want to steal in that home when a home is not occupied. Not using the word vacant in your listing. We have started staging a lot of our homes that are not occupied. They look better. Buyers buy own emotion when they walk in. If the house feels good, it's warm, it's homey. So, I think they sell for more, they sell quicker, but they also, I believe, keep the home safe because a lot of times the criminal will look, the house has a bed, it has a table, it has living room furniture, has pictures on the wall—hard to tell if someone lives there or doesn't live there. So it's a lot harder to immediately know that that's a home. It's vacant, and that's maybe a target for them to stage a showing to then do harm to an agent. That's more about the harm to the agent, less about going and instilling valuables. Really talking through where to put valuables: drugs, the pill, oxycodone, those types of pills have been very rampant and being stolen, making sure that they're not in easily reached places. So, getting those locked away, getting weapons in the home locked away, personal information. So just really going through, again, as I said earlier, most buyers and sellers don't do this very often, so they don't understand how they need to have the house prepared in order to keep it safe and to make it look its very, very best.

Speaker 3 ([12:38](https://www.rev.com/transcript-editor/shared/vBPxTqVjARGzslnjjeorT5ov4ag1NwdkG2N20tYLDuvfKbMqr8JV3IbOJPAxMoVm7GLI5VAHgS1zErB11ggLC5anzd0?loadFrom=DocumentDeeplink&ts=758.26)):

And, Tracey, if I can add just one other thing. One of the things that I bring up from, particularly going back to Chris Garrett's vacant home concept. A lot of times, depending on the community that I'm in, I'll actually, I'll reach out to local law enforcement. And if a house is going to be vacant for an extended period of time, in addition to not posting those things online and putting it out there for criminals to see that it's vacant, I'll let the local law enforcement partners know that, “Hey, this house is going to be vacant for an extended period of time and just keep an eye.” So, if they're doing extra patrols or going around that area and suddenly they see a car or they see somebody walking around the house and police work, we used to call that a clue, a clue that something may be wrong.

Speaker 1 ([13:27](https://www.rev.com/transcript-editor/shared/ZxWLh9B5Svir4DpbtcPkf0fGulZtoTXre8j7q2hNAnafuWbx-zHXLHa2eaLKb3GXOrKHXUndOo8XYbIKbMqttFnl5xE?loadFrom=DocumentDeeplink&ts=807.7)):

And that's another way to add value. That's something you're telling the sellers and even buyers that they had never even thought about. Chris A., you said something that's a little different. You said that your first meeting with the sellers is at your office. And so often real estate agents, and this day and age of safety, we talk about not meeting your buyers, go to a public place, have them meet in the office to increase witness potential. But no one ever really talks about going to the seller's house. And our sister podcast host, Marki Lemons Ryhal, she is the one who said to me that real estate agents will go to a stranger's house, ring the doorbell, go inside and close and lock the door behind them. So you said have them meet at the office. Talk a little bit about that because that's totally different from what most agents know.

Speaker 3 ([14:18](https://www.rev.com/transcript-editor/shared/jbyHP9QV_wX4oxggcn1GWUFtWvZsg_qJWST8G_5zwOr-2hEXwHQaE6iSwNczStXC6Le8YYZo5QGkSxDT3I7pHtveExM?loadFrom=DocumentDeeplink&ts=858.1)):

Yeah, the office, the point is just like you, I think even most real estate practitioners or most people that I know wouldn't sell something on Facebook marketplace or Craigslist just straight out of their house. So kind of using that same logic, go to a public place, particularly if it's not a warm connection, that's a judgment call and something that the individual, a real estate practitioner, is going to have to make and decide, set those boundaries for themselves. But I definitely encourage people, it's always there to be on the side of safety. And if your office is too far away from the property, find a coffee shop. I'm a huge advocate personally of local coffee. Go find a local coffee shop and consider it a seven-, eight-dollar insurance policy to meet with that seller for the first time in a coffee shop or another public place. I always encourage them to keep that safety top of mind and bring the consumer out from their own environment.

Speaker 1 ([15:17](https://www.rev.com/transcript-editor/shared/fBbvTzaPW3bWq1XbWBqDsC3kE-c-BAOkjhwYW_kkff-jFHDiho1gFrhIdUUMDUPM2Fuof7JWoVoU7pPsAaZyJQZNR7w?loadFrom=DocumentDeeplink&ts=917.06)):

Right, and so if their gut, their instinct, intuition, sixth sense fight-or-flight spidey sense is saying danger, then that's when they do the research. Look up the property records. Okay, so we've talked about ways to add value to the relationship with the buyers, with the sellers, how to lead with safety. Now let's talk a little bit about FSBOs, or some people call them, unrepresented sellers. So, FSBOs are for sale by owners, and they're the ones who think that “This is easy, we can do this on our own.” They don't often know some of the dangers that you have educated the buyers and sellers about. So how do you approach the FSBO, Chris A., and let them know that you are here to help them, and that safety is important?

Speaker 3 ([15:58](https://www.rev.com/transcript-editor/shared/O_dB7Ze85Yq4uVK8Qcj8uIxR7n77vaKE4oS48_ynq8Xp2-GQQ7369rYY1HI4-727kYuq6JNuMfpjosBQR9yGSBdINCw?loadFrom=DocumentDeeplink&ts=958.7)):

So, typically with for sale by owners, it's either a poor experience that they've had with another real estate professional, perhaps a conflict of personalities or just a perceived lack of value. So, I think coming to them with these things about safety being top of mind, whether it's buyer fraud or physical safety, asking them prompting questions: “Hey, out of curiosity, I noticed you wrote your own Zillow listing. Great job on the description, but by the way, you know why you may not want to put houses vacant, come or go show in Zillow?” and get them to think about it as to why. Well, then you get to take the conversation to the place of, this is the value that I bring to the table. I do this every day for a living. I think I use the example a lot of times, “Are you going to do your own root canal because you don't value your dentist?” No, everybody understands the value of a good dentist, particularly anybody that's ever had a tooth pain, right? So, letting the FSBO know that your value and a cornerstone of that value is rooted in a safety awareness can often help you stimulate a conversation that converts them into being a true customer or client.

Speaker 1 ([17:14](https://www.rev.com/transcript-editor/shared/ZhUl9HE5bQue5Ju_w8FhpHWa3SyRCbWQC6RGKqVYMhx3v0eOcZ9GOXdMvM3GUCxv85F19CblnQEMXOmnYXbkkLqqewQ?loadFrom=DocumentDeeplink&ts=1034.15)):

And what I like about that is that you weren't being rude. You weren't insulting them for trying to sell their own home. You were truly sharing information and you didn't try to list it or sell it. So I think that they appreciate that. Now, Chris G., one thing that I did years ago is I wrote an article about how to convert FSBOs for REALTOR® Magazine. I included a FSBO safety-tip sheet and thousands upon thousands of your fellow agents downloaded that I tell them to staple their business card to the back, mail it, hand it to a FSBO or stick it in their doorknob. But do not talk about listing. Don't say, “I have a buyer.” What I had to do recently is I had to update it, and I had to include deepfakes and AI scams and frauds that weren't an issue years ago. I'm talking to them about what you talk to the sellers about getting valuables out of sight. Can you talk about ways to use any tools or what your conversation is if you get a FSBO and you get an opportunity to possibly convert them using safety?

Speaker 2 ([18:10](https://www.rev.com/transcript-editor/shared/b9pHgEEDdFE0xRsU7znUp-Ckz4m1LDi18SsAXmDCheQd2PkrkgsaZv4SRILYHWuW4LmvRMm5g7PkfOIeGyS2OT7maPQ?loadFrom=DocumentDeeplink&ts=1090.77)):

I think the main thing is, oftentimes, it's a loved one that's left to hold the door open for a stranger to come into their home. I think, I don't know what the value of the life is of your family, but to me it means everything. So, knowing who is coming into the home, one of the things we do so well. We know who we're bringing into the home. We know that they've met with a lender, or we have a proof of funds letter, we know they're qualified to buy the home. So, what method do these FSBOs use in order to determine the qualification of that buyer, or even that they're a real buyer? So, a lot of times, and that's where we do a good job of taking the emotion out of that process, because sometimes it's you feel a little bit afraid, like you're almost confrontational when it's you against them, right. They call, “I want to see your house. It looks lovely.” And you're like, “Great, hey, are you prequalified before I let you in my door, right?” So, they don't understand how they have those qualifications. So, a lot of times the way we would handle it is like, “Hey, has anyone taken the time to work with you on your prequalification? Are you working with the mortgage company? Are you planning on paying cash?” And then you can just ask those questions in a very nice way. That's oftentimes really tough when you're two of the parties that are directly talking to each other because of the emotions involved. I think alluding back to what you said is knowing how to stage the home. Really even beyond safety, is knowing how to price the home, knowing how to negotiate through all of the pitfalls that you have throughout the process. But you could really take safety and make that almost the number one. Understanding who you're dealing with, you know, knowing that we have years of experience, the relationships we built, the experiences that we have, and you're able to bring that wealth of knowledge to that one particular seller. Really hard for a seller to have that kind of knowledge and bring that into their listing when they just don't understand that marketplace. And it's not from ignorance, it's just not something they do every day. It's just like, I watch YouTube, but I'm not ready to do a root canal, right? I'm around it, but I'm not doing that. I'm going to leave that to my dentist. So, I think that's just them understanding where the value, I think Chris A said this earlier, where's the value in what we bring? And I think this is a great conversation because so oftentimes we're upset because someone's not using us as a real estate professional. But I think you've hit the nail on the head. It's the value that we bring through man keeping you're and your family safe. And then how do you guard safeguard sometimes people's largest asset.

Speaker 1 ([20:56](https://www.rev.com/transcript-editor/shared/WdQc1ErMBISl6-3hjSFW3a9XGci3A7inWbeZ6dGIy6s0WvsTPuROBbeXlApZDaL85vzIog0AgslU3nt2YEKqagSEiQo?loadFrom=DocumentDeeplink&ts=1256.29)):

Got it. And before we wrap up with a call to action, the fellow real estate agents can either one of you talk about an example or a situation where you shared your safety knowledge and it made a difference during the transaction?

Speaker 2 ([21:09](https://www.rev.com/transcript-editor/shared/X6WR9VOaO2ecUlkAYJwkMoSn9lvhV_Ny4KPkotJxM2I9g8noeMkT80GhZ7QkhFN_P6QamLytDgAROnKMyqyM_Ghmt98?loadFrom=DocumentDeeplink&ts=1269.73)):

We recently had someone call one of our agents. A female agent was adamant on her showing the property. She wasn't able to show it at the time. She tried to defer to another agent, and the proposed buyer was not having it. Well, it really sent up a red flag. So she had called me and said, I don't know what to do. I want to make sure that I'm representing the home to the seller. I'm getting everyone in that needs to be in. And so they ran this person through forewarn and come to find out was not who they purported to be. So really, by having a conversation with their leadership inside the office, and we were also in touch with the broker, we're able to avoid potentially a bad situation. And I teach this the REALTOR® Safety Matters safety course to the local associations around Tennessee. And that is a course that's actually created by the National Association of REALTORS® and available for the members. And it's a wonderful course because it really takes someone through the everyday way that you set up your business and make it safer. Even agents that have done it 20 years, I remember this for 20 years, and you know how many times I've been in situations that I now realize we probably could have ended my life and thank you for this. So, I think that's the real win here, is if we can have a conversation that one person can walk away and go, “Hey, I didn't lose my life because I did something really that I didn't have to do in order to try to get a home sold and I can go home to my family,”—that's worth it.

Speaker 1 ([22:51](https://www.rev.com/transcript-editor/shared/QKa_gN4YH1orm4DTJg1Dqssu0HiTvfVySnaxc-CJw2evErNaBrVfNV7S6AXE7WcatirAEC2usXPOQvRMg-YG6sNPa6E?loadFrom=DocumentDeeplink&ts=1371.61)):

And let's give you proper credit here. Weren't you one of the original creators of the NAR Safety Matters course?

Speaker 2 ([22:58](https://www.rev.com/transcript-editor/shared/MqoM9VGziyfkOIkt_H5rNX440lwVhCO6i9eHmBWUBZ1957sWEjqKHEqkEbih_VJ516TfqaqdBinYXjJLe3qV2cIXMEU?loadFrom=DocumentDeeplink&ts=1378.99)):

Yes, in 2015, got a chance to go to Chicago and help write the course. It was an honor. It was a blast to do

Speaker 1 ([23:06](https://www.rev.com/transcript-editor/shared/ZQaJb_p0Q5id74bWzSuiX2w7FrkRJznjwj0oI1nXvjtjUY8SpGufax2xzkvuyx1pyH8Zl4Jc90SricxiO4NLFLPfYRc?loadFrom=DocumentDeeplink&ts=1386.79)):

Wonderful, and thank you for doing that. And both of you serve on the safety committee, so that's great. Okay. Here's the time that you get to tell your fellow real estate professionals what they need to do, an action step that they need to take going forward when serving the buyer sellers, and even FSBOs, and adding value to the relationship. Let's start with you, Chris. A.

Speaker 3 ([23:25](https://www.rev.com/transcript-editor/shared/EOLogwBwTyHOGoZvCoz182pzOxzZChK7fvL7pk6OLysCR9X1u_1-jgoVnyVGtp-rBXZDpt27TqUh785rmxWqmCPqLqg?loadFrom=DocumentDeeplink&ts=1405.72)):

Yeah. I think the first thing is you have to mentally commit and realize part of being a professional is you're going to need to be aware of safety, and it might be counterintuitive. Chris Garrett and I talked one time about the innate kind of fear of disappointing somebody by setting a boundary. Inherently, customers will appreciate a professional who has safety and puts safety out there as something that's top of mind for them. But the first step is you have to really mentally commit to being a safer, more professional real estate practitioner.

Speaker 1 ([24:05](https://www.rev.com/transcript-editor/shared/yi4FiB2dIH0GVjUEuDkU_leNgcDYgq9rSoY85EOK71KeA_s2qLNNukLI3sfszul4E89DAw9gz4NQxk0HcjW7RW5_-AQ?loadFrom=DocumentDeeplink&ts=1445.24)):

Got it. Okay, Chris G., what say you?

Speaker 2 ([24:08](https://www.rev.com/transcript-editor/shared/f--vDCG3Wl8ViF_mDQuH8-iaydsed0CT0z2RdEaBlce0uL2VUrhYXiYQdb0Hh06QaXsWpo5HOZot_UqFUlA5ZGMfsIU?loadFrom=DocumentDeeplink&ts=1448.45)):

Three words: process, process, process. I think you have to have a process for everything. You need a buyer intake process. You need a seller intake process. You need to have a way that you do this business that we do every day the same way. And you have to build safety into that process. And I think it is going to make you more professional. It'll save you money. It'll save you time. You'll be happier because you're able to vet a buyer because how many times these new, especially a new agent, they're often desperate for that first deal. So, they'll make decisions that some other agents that may not be so desperate would make. So, just take a moment and take your time and do it right. And because what happens is when you set a process up and people keep bumping against your guardrails at some point, that's a red flag, right? Because it's either someone that is meaning to do you harm, or that's someone that's just a jerk. And sometimes you just don't want to work with someone that's just hard to work with, right? They're just not going to listen to your advice when you're talking to them. And it may just be a decision that you make as, “Hey, we're just not a good fit.” But having that process, not only guardrails for that, but it also keeps you safe and it keeps you professional, and you're more likely to have more closings while doing that.

Speaker 1 ([25:31](https://www.rev.com/transcript-editor/shared/sM1ez9JeH9NT_GbvzHg0Bck8hRNuBbbMLS3imso2X201rVrws7nXxfsqBFWOJwQpNBgr732WEP8YkboR-3l_G-p7VKQ?loadFrom=DocumentDeeplink&ts=1531.31)):

Makes sense. Now, keep in mind that we talked about a couple of companies and resources. NAR does not endorse any specific product or service, and we advise you to actually go to the nar.realtor/safety website to look up resources. I want to thank Chris and Chris, both of you, for showing up today, sharing your knowledge and your insights, and telling your fellow real estate agents how to work safely, how to add value to the relationship with the consumers, and how to lead with safety. Thank you both so much.

Speaker 2 ([26:00](https://www.rev.com/transcript-editor/shared/R35AwKjrAJVAVysLyZW0cadc6RM256g09UYeE2mtqGat4GIIO7mNreKgUBvIx4WnxRduCQgS7Opy7HCLAYVffPU-RAo?loadFrom=DocumentDeeplink&ts=1560.8)):

Thank you. Thank you so much.

Speaker 3

Thank you, Tracey.

Speaker 1 ([26:02](https://www.rev.com/transcript-editor/shared/KvwGrBLnuNUCeAvahNRZbDNzzKO1iDYWAcpoG61XISAJuuB0gfS12PZ9SIYMiBqfXOU8W7HJy7Yi_yVw0RIMZp0wQ_E?loadFrom=DocumentDeeplink&ts=1562.17)):

I want to thank you all so much, and everyone stay safe. Thank you for joining us on “Drive With NAR,” the Safety series. New episodes drop every month at magazine.realtor/drive, or wherever you get. Your podcast members are encouraged to use only those safety tools in which they're properly trained. Additionally, the views, opinions, and concepts described on this podcast are for informational purposes only and should not be construed as legal advice on any subject matter. We encourage listeners to consult with their own legal counsel, find more safety resources at nar.realtor/safety.