Frequently Asked Questions
Brookfield Global Relocation Services Relocation Broker Certification
Please carefully review all questions before starting the process.

In July 2014 a new Brookfield Global Relocation Services (Brookfield GRS) Performance Expectations course will be released to our managed Preferred Broker Network. This course will enhance Brookfield GRS’s already robust catalogue of online broker training courses. The current courses for our US based products include Marketing Assistance, Destination Services, and Inventory Management. We also have a catalogue of courses designed for our government business, gCertifiedsm which includes Broker Fundamentals, Privacy and Security, and Federal Travel Regulation.

1. What is the Brookfield GRS Broker Certification Program?
The on-line Brookfield GRS Relocation Broker Certification program consists of course materials and exams that provide the tools for brokers and sales professionals to effectively manage relocation referrals and enhance their value to customers and corporate and government clients.

The current program is comprised of four self-paced, self-study courses available 24/7.

The courses include:
- Marketing Assistance - Assistance in selling the customer’s home
- Destination Services - Assistance in finding a new home for the customer
- Relocation Inventory - Assistance in the marketing, sale and close of inventory homes
- Performance Expectations- Premier Service®, key performance measurements, and expectations for the broker network NEW!

Brookfield GRS is committed to ongoing certification and training in order to remain competitive and create additional opportunities for members of its Preferred Broker Network. Additional courses may be added over time.

2. Why is this an advantage to me or to my company?
Completion of relocation certification training increases the ability of the broker and sales professional to service relocation referrals. It enhances their professional credentials, positions them to receive relocation business, and increases their value to the customer and to the corporate and government clients.

3. Who should complete the certification program?
Your company’s Relocation Contact (Broker/Owner or Relocation Director) and any other Relocation Department staff, plus sales professionals who have been identified and selected by the Relocation Director in your company to handle relocation referrals, should complete the program.

4. When and where is it available?
The program is available online 24/7, via the Internet. See the following questions for the two different websites. Your company’s Relocation Contact has received instructions along with your company’s unique Relocation ID number.
5. I am a Sales Professional or Relocation Director and I need to complete the courses. How do I access the program?
Sales professionals should first request access to the program from their Relocation Contact who can provide you with your company’s unique Relocation ID number. Sales professionals can log in directly to the web site at http://brookfieldgrs.examweb.com. On the login page, enter your email address and then click on “Don't have an account? Click here to create a new account.” You will be taken to a second page and asked to enter the Relocation ID your Relocation Contact has given you. From there, a system-generated password will be sent to your email address. Please follow the system instructions from there. Relocation Directors and staff utilize the same website and follow the same process to complete all certification courses.

6. I am a Relocation Director or Broker/Owner. How do I know who has purchased or completed the certification program?
Go to the Web site at http://brookfieldgrs.examweb.com/brokers. This will take you directly to the program login page titled “Relocation Director Reporting – Login.” On the Relocation Director Reporting Login page, please click on the link “If this is your first visit, please set up your password by clicking here.” You will be prompted to enter your email address and your Relocation ID number that we provided to you. The system will then email you a password. Please follow the system instructions for next steps. You will be able to see all the courses your Sales Professionals have completed. You will not however be able to access the online courses from this reporting only website.

7. What does the program cost?
Each on-line relocation course can be purchased separately. The costs are clearly noted on the website. We require VISA or MasterCard only. Once you purchase a course you have 180 days to complete the course work. After 180 days, the courses will expire and you will need to repurchase them to complete your certification.

8. Do I need to obtain my relocation certification in order to receive Brookfield GRS referrals?
Yes. We make a commitment to our corporate and government clients and customers that the real estate professionals who handle Brookfield GRS referrals are fully trained and certified. Completion of the Brookfield GRS Relocation Broker Certification program is part of the Relocation Eligibility Criteria that brokers and sales professionals complete as members of Brookfield GRS’ Preferred Broker Network.

9. When does my certification expire?
Relocation is a dynamic industry and Brookfield GRS may add or update courses in the future in response to market demands and corporate client needs, and may require members of the Preferred Broker Network to re-certify on a periodic basis. You will be provided with ample notice and adequate time to complete any required re-certification or updates.
10. Am I guaranteed referrals if I pass the program and obtain the certification?
We cannot guarantee referrals; however we encourage completion of the Brookfield GRS Relocation Broker Certification program as one of the first steps toward completing Relocation Eligibility Criteria. The Brookfield GRS Relocation Broker Certification program provides an excellent foundation of knowledge for individuals wishing to learn more about Marketing Assistance, Destination Services and Relocation Inventory.

11. Can I take the program in another format, instead of online?
The program is available in an on-line format only and may be accessed once you have obtained your company’s unique Relocation Identification number. You have the option of printing and downloading the materials rather than reading the courses on-line, if that is your preference. The exam for each course must be taken on-line, as it is interactive.

12. I am a Relocation Contact. Who do I contact if I have questions about the program?
Please feel free to contact the territory Manager or Specialist for your area at Brookfield GRS Broker Alliance Management.

13. I am a Relocation Contact. Who can help me with questions about reports or technical issues?
There is a customer assistance number and email address on the website at the bottom of the webpage. [http://brookfieldgrs.examweb.com](http://brookfieldgrs.examweb.com) or call 949-480-1029
ExamWeb, LLC, the service provider for this program, is your best resource for answers about report functionality.

14. I am a sales professional. Who can advise me if this program is right for me?
Please discuss the program with your company’s Relocation Contact, Relocation Director or Broker/Owner.

15. Can you tell me which sales professionals in my office are currently certified?
No, Brookfield GRS does not have information on sales professionals who were certified within each individual broker’s office, as that responsibility rests with each company’s Relocation Contact. The reports section in the on-line program will allow Relocation Contacts to track and monitor that information going forward under the certification program. Refer to question number six above.