CAREERS WORTH HAVING. BUSINESSES WORTH OWNING.

LIVES WORTH LIVING.



THE EVOLUTION OF THE REAL ESTATE INDUSTRY

Traditional Companies

- Associates are dependent on the company;
- Financial gain is directed primarily to the brokers and the company;
- Associates have fewer opportunities for accumulating wealth

Keller Williams

- Associates have an interdependent relationship with the company and a mutual interest in success;
- Associates and brokers work as teams in achieving financial goals;
- Associates do not assume financial, legal or management responsibilities

dependent

interdependent

100% Companies

- Associates are independent and have landlord/tenant relationship with their company
- Associate –focused environment with limited high-level support
- Associates assume all the financial, legal and management responsibilities

independent



ABOUT US AWARDS AND HONORS



- Workplace Dynamics One of America's Top 10 Workplaces, 2012 & 2013
- **Training Magazine** #2 in the world and #1 in real estate on Training Top 125, 2013
- **REAL Trends, Inc.** Represented 22 percent of the top 500 brokerages ranked by closed transactions and 23 percent of the top 500 brokerages ranked by closed volume in the annual REAL Trends 500, 2013
- **REAL Trends, Inc./Wall Street Journal –** Represented 11 percent of the top 1,000 agents and teams in the U.S. in annual 'The Thousand' report, including 25 percent of top teams ranked by transaction sides, 2013
- Entrepreneur Magazine Ranked #1 real estate franchise on Franchise 500 list, 2012
- Inc. Magazine One of the Top 5000 Fastest Growing Private Companies in America, 2012
- Franchise Times Top Quartile of Franchise Operations in the U.S., 2012
- Inman News Co-Founder and Chairman of the Board Gary Keller named one of the 100 Most Influential Leaders in Real Estate, 2012
- Inman News eEdge named the Most Innovative Web Service in the real estate industry, 2011
- Swanepoel Trends Report Most Recognizable Real Estate Franchise for 2009, #1 Industry Trendsetter for 2009
- American Business Awards Sales Training/Coaching Program of the Year in 2009



ABOUT US EXECUTIVE LEADERSHIP TEAM



Gary Keller, co-founder and chairman



Mary Tennant, President



Keller Williams Realty's executive leadership team has more than 100 years combined experience as both real estate agents and office owners.



Mo Anderson, Vice Chairman



Mark Willis, CEO

"As long as we listen to our agents and deliver what they want – they will prosper and so will our company."

ABOUT US SHARED VISION

Mission

To build careers worth having, businesses worth owning and lives worth living.

Vision

To be the real estate company of choice.

Values

God, family and then business.

The WI4C2TS Belief System

Win-Win – or no deal
Integrity – do the right thing
Customers – always come first
Commitment – in all things
Communication – seek first to understand
Creativity – ideas before results
Teamwork – together everyone achieves more
Trust – begins with honesty
Success – results through people

"We believe that real estate is a local business, driven by individual

agents and their presence within their communities."



ABOUT US A REAL ESTATE POWERHOUSE

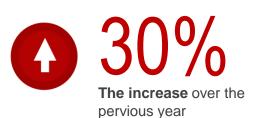
Keller Willian Realty is fou by Gary Kelle and Joe Willi in Austin, Tex	inded er iams kas	KW becom real estate company i Austin, a p still held too	n osition lay	KW begins franchisin Canada	la co ng in	W becomes a rgest real estompany in the nited States	etate	KW opens ir Vietnam, 1st office launcl	the rea cor No global h	/ becomes #1 largest il estate npany in rth America
	1984 Keller Willian becomes the single offic Austin	e #1	1990 KW begins franchising the United States	-	2004 KW becomes 4 th largest real estate company in the United States	la co U aı be in	2010 W becomes 2 rgest real es ompany in the nited States nounces inte egin wide-sca ternational anchising	state ne ent to	2013 KW becomes the #1 larges real estate company in th United State	t



KELLER WILLIAMS

THE NUMBERS



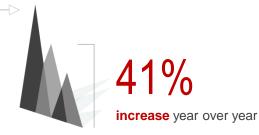


ERWII I IAMS.

KFII

Profit share reached \$78 million

at year end 2013.



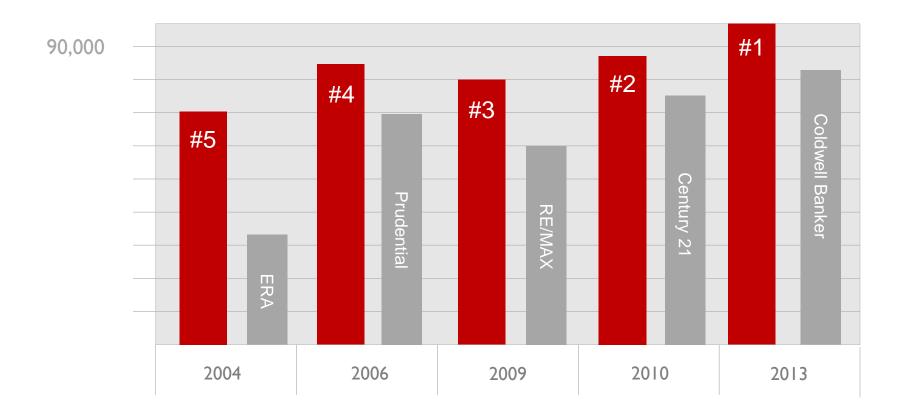
*not an earnings claim

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www.kw.com

OUTPACING THE INDUSTRY

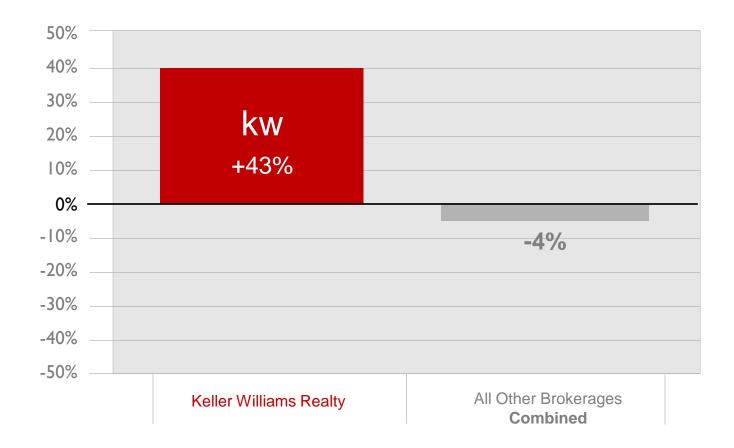
GROWTH TRAJECTORY | Surpassing All Major Franchise Competitors





WHILE OTHERS ARE SLOWING ... KELLER WILLIAMS REALTY IS GROWING.

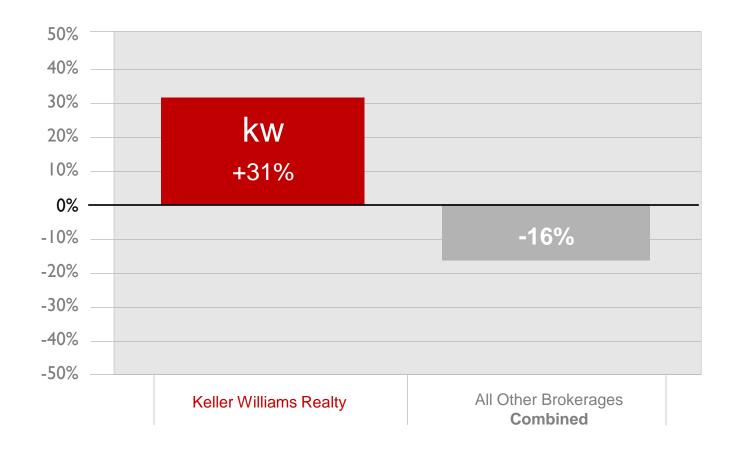
MAJOR BROKERAGES, Closed Sides on REAL Trends 500 Report | 2008-2012





WHILE OTHERS ARE SLOWING ... KELLER WILLIAMS REALTY IS GROWING.

MAJOR BROKERAGES, Closed Volume on REAL Trends 500 Report | 2008-2012

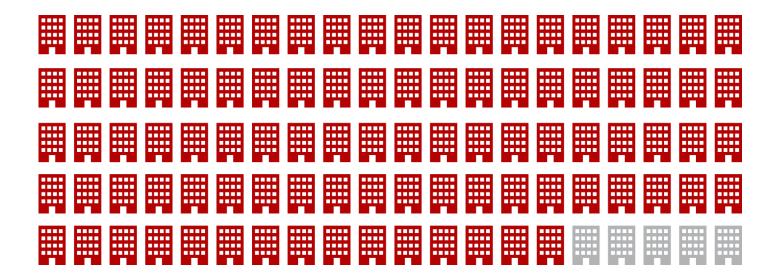




OFFICE PROFITABILIY

OFFICE PROFITABILITY | END OF YEAR 2013

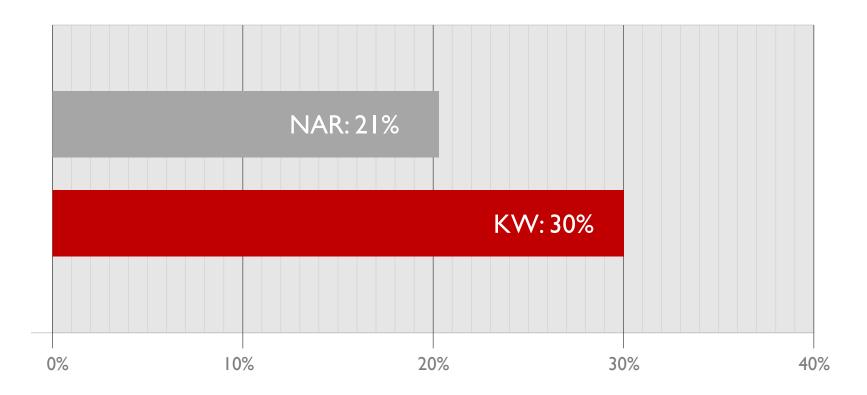
95%





AGENT PRODUCTIVITY

INCREASE IN VOLUME CLOSED – U.S. | END OF YEAR 2013

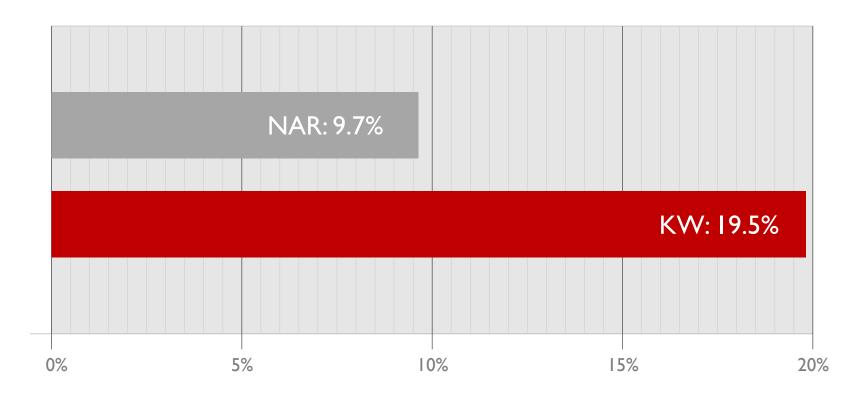




DEFYING THE MARKET

AGENT PRODUCTIVITY

INCREASE IN UNITS CLOSED - U.S. | END OF YEAR 2013

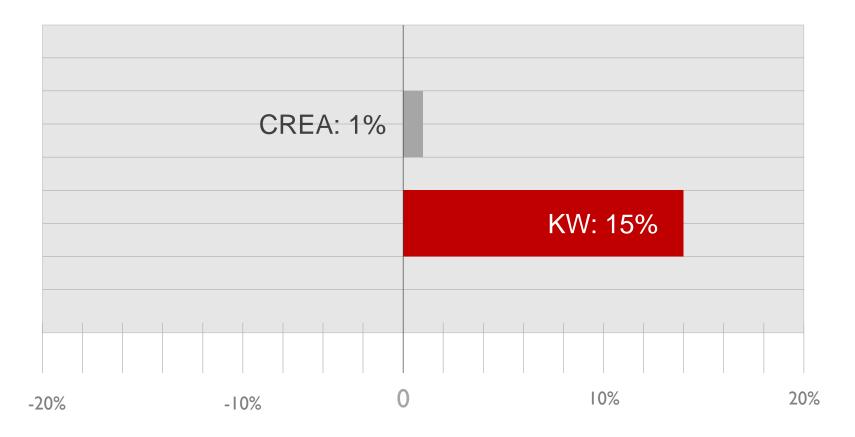




DEFYING THE MARKET

AGENT PRODUCTIVITY

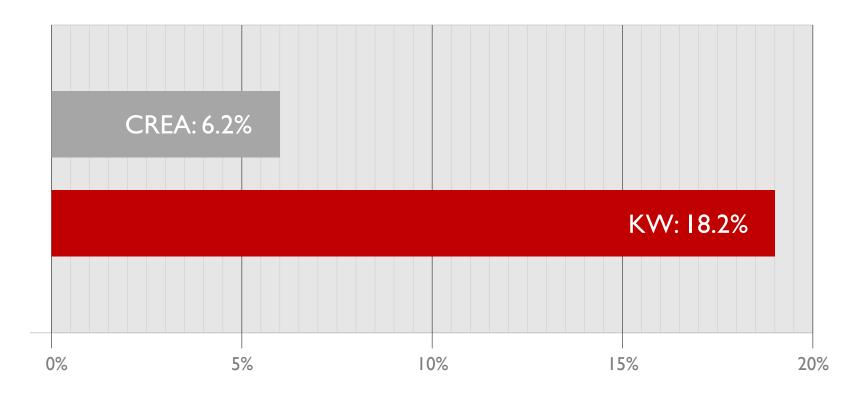
INCREASE IN UNITS CLOSED – Canada | END OF YEAR 2013





AGENT PRODUCTIVITY

INCREASE IN VOLUME CLOSED – Canada | END OF YEAR 2013

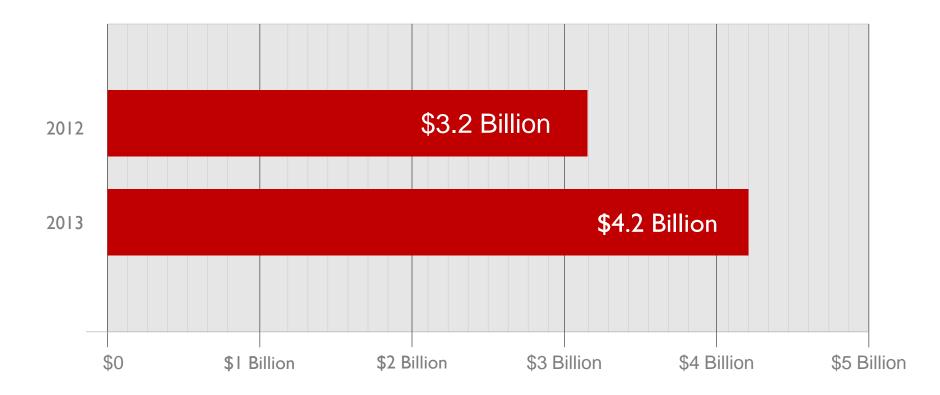




DEFYING THE MARKET

OUR AGENTS EARNED MORE INCOME

TOTAL COMMISSIONS EARNED | YEAR OVER YEAR





KELLER WILLIAMS

NOT YOUR ORDINARY REAL ESTATE COMPANY

We like to think we stand out from other real estate firms in many ways, and **FOUR** areas in particular define Keller Williams Realty:





"I feel like I've uncovered a company that took education and training just as, if not more, seriously as anything I had ever experienced before."

PAUL CHIOLO, OCEAN CITY, N.J.



EDUCATION

A RESOURCE FOR EVERY CAREER LEVEL

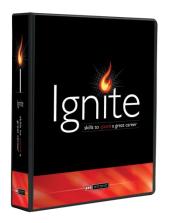


More than 60 KWU courses are downloadable from the KWU Website at no cost to our associates.



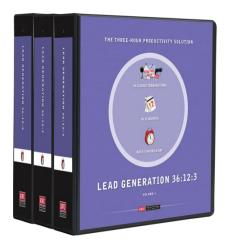
EDUCATION: KELLER WILLIAMS UNIVERSITY

CORNERSTONE COURSES



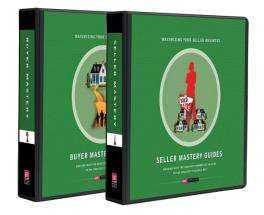
Ignite

Ignite is packed with the skills and scripts to spark any real estate career. A great starting point for anyone looking to close at least 16 transactions a year.



Lead Generation 36:12:3

Lead Generation 36:12:3 teaches you the disciplines and habits you need to close 36 transactions in 12 months by mastering 3 hours a day of lead generation.



Buyer Mastery and Seller Mastery

These two courses teach you the scripts and tactics of top producers on the both sides of the transaction.



EDUCATION: KELLER WILLIAMS UNIVERSITY

SUPPORT IN BUILDING YOUR TEAM



Recruit-Select

Recruit-Select lays out how to build a pipeline of qualified candidates, effectively use behavioral job matching, and gives you a specific, defined system for three interviews to hire talent



Action Training

Action Training defines the process for a new hire's first hundred days on the job so that at the end of that period you know if you have a highly productive, self-managed employee.



Leadership & Motivation

These are the systems for building highly productive, rock-solid relationships that retain talent on your team.



EDUCATION: KELLER INK

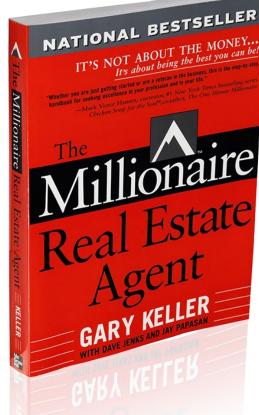
TIMELESS RESOURCES

The Millionaire Real Estate Agent

Do you ever ask yourself, "How do I, as a real estate salesperson, net \$1 million a year?" Gary Keller's nationally best-selling real estate career guide shows you how it's done.

The MREA Curriculum

The complete MREA Curriculum drills down on the models of MREA, giving you and your team the steps, scripts and systems to take your business to the 7th level.



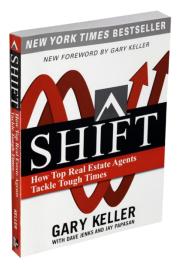
"If I have seen farther than others, it is because I was

standing on the shoulders of giants." ISAAC NEWTON



EDUCATION: KELLER INK

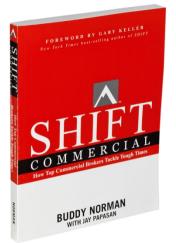
TIMELY RESOURCES



SHIFT: How Top Real Estate Agents Tackle Tough Times

Shifts happen.

Markets shift and so can you. Both transform your business and your life. In Gary Keller's third national best-seller, you will learn the 12 proven tactics that will power your business forward – no matter the market. An entire curriculum is also available that drills down on the 12 tactics from the book.

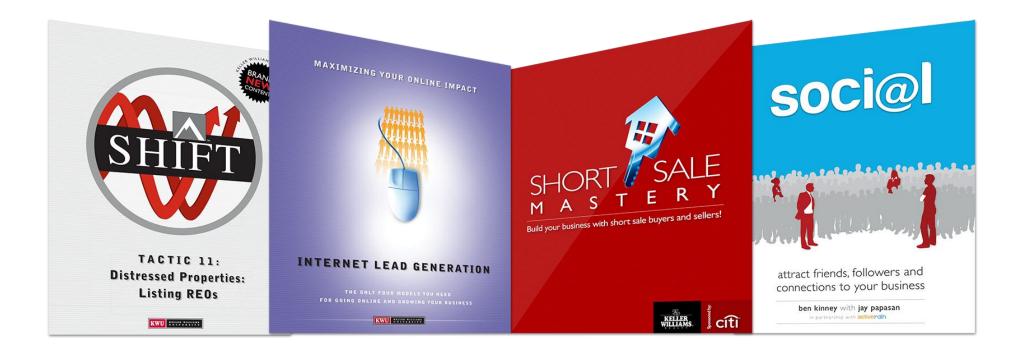


SHIFT Commercial

SHIFT Commercial takes the tactics of SHIFT and focuses on the implementation of each into a commercial broker's business. This book is also packed with the proven models, tactics and insights from top commercial brokers across the U.S. and Canada.



RESPONDING TO THE MARKET OF THE MOMENT



"We are a training and coaching company – that just happens to be in the business of real estate." GARY KELLER, CO-FOUNDER AND CHAIRMAN

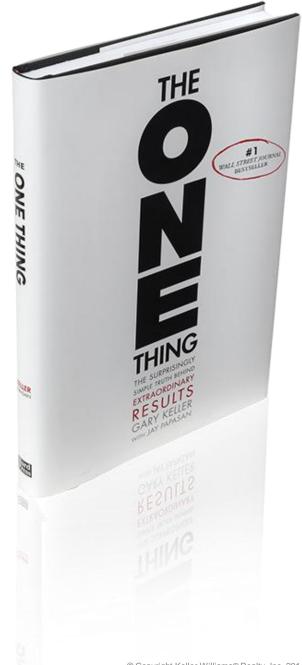


EDUCATION: KELLER INK

BUILDING A LIFE WORTH LIVING

The ONE Thing: The Surprisingly Simple Truth Behind Extraordinary Results

In *The ONE Thing, New York Times* bestselling authors Gary Keller and Jay Papasan present the lies that block your success and how to identify (and thwart) the thieves that steal your time and your life. They model the laws of purpose, priority and productivity, and finally, they teach you that the ONE Thing can radically change the way you work, the choices you make and the results you get.



EDUCATION: KW CONNECT

ON DEMAND LEARNING – AVAILABLE 24/7







FAMILY REUNION

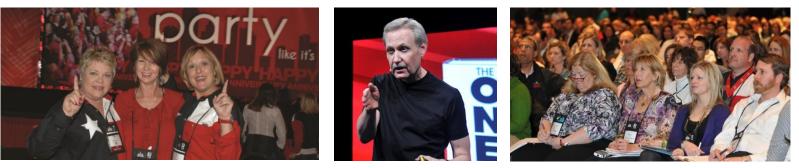
Experience the most highly-attended private real estate franchise event in the industry!

This four-day companywide annual convention prepares you for mastering the current market with more than 150 breakout sessions taught by the best in the business.





www.familyreunion.kw.com





"We absolutely hold the key to greatness in our hands; it's a conscious choice.

MAPS is here to hold you accountable to

making that happen."

DIANNA KOKOSZKA, CEO OF MAPS COACHING AND KELLER WILLIAMS UNIVERSITY



MAPS COACHING

COACHING MAPS COACHES TO KW MODELS

One-on-One Coaching



MAPS Coaching's award-winning Mastery program offers personalized coaching, business planning, and high-level accountability for those committed to growing their business and income as swiftly as possible, no matter the market.



Similar in design to our Mastery Coaching, Breakthrough Coaching offers personalized coaching on a bi-weekly schedule at a lower price with the goal of quickly accelerating you into the Mastery program.

Group Coaching



Our Fast Track programs give you exclusive access to improve your business in specific areas – from developing the right mindset to mastering language patterns to taking and servicing REO and short sale listings.





COACHING

BOLD BUSINESS OBJECTIVE: A LIFE BY DESIGN

In 2013, **32,000** BOLD graduates:

WROTE 50% more contracts

SOLD 50% more units

EARNED 114% more money



Written by **Dianna Kokoszka**, BOLD includes the mindset, skills and scripts that have propelled Kokoszka's own million-dollar real estate career and secured her place as the industry's "Queen of Systems and Scripts."



MAPS SIGNATURE EVENTS

Mega Camp | Austin, Texas

Mega Camp is the place where the industry's top-producers gather to hear the latest insights, trends and skills they need to succeed from Gary Keller and special guests and network with the best!

Masterminds

With a focus on collaboration and learning from each other's "been-there-done-that" wisdom, Masterminds puts you in an allday brainstorming session with top-producing agents and leaders!









"You will find solutions for issues in addition to all the great input, strategies and models you'll pick up."



"You work hard to get your listings, so in our book, you deserve every lead that comes from them. Our entire online lead generation system is built around this philosophy."

KW'S MY LISTINGS, MY LEADS PHILOSOPHY

TECHNOLOGY





TECHNOLOGY

YOUR TECHNOLOGY SUITE

igentC

Providing you with a complete LEAD CONVERSION to CLOSE system

- myLeads
- myContacts
- myMarketing
- myTransactions



eEdge was honored by industry trend-watchers at Inman News as the Most Innovative Web Service in the real estate industry in 2011!

- Providing you with a complete LEAD GENERATION network
- kw.com
- kellerwilliams.ca
- KW agent websites
- KW market center websites
- KWLS /listing syndication
- Agent-branded mobile property search

KW Support, Email & Technology Training

- Online training

*e*Ldge

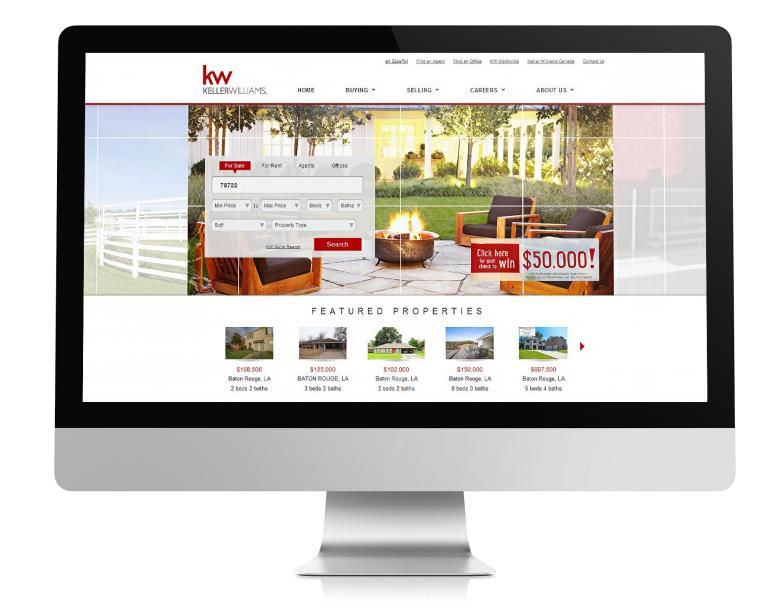
- Weekly webinars
- Mega Tech Camp
- Manuals & Tutorials
- support@kw.com
- support.kw.com



TECHNOLOGY: KW.COM

INTERNATIONAL REACH, LOCAL FEEL

kw.com is home to more than **5 million listings** (including yours)!







We didn't build one app, we build one for every single agent.

ER W

a q



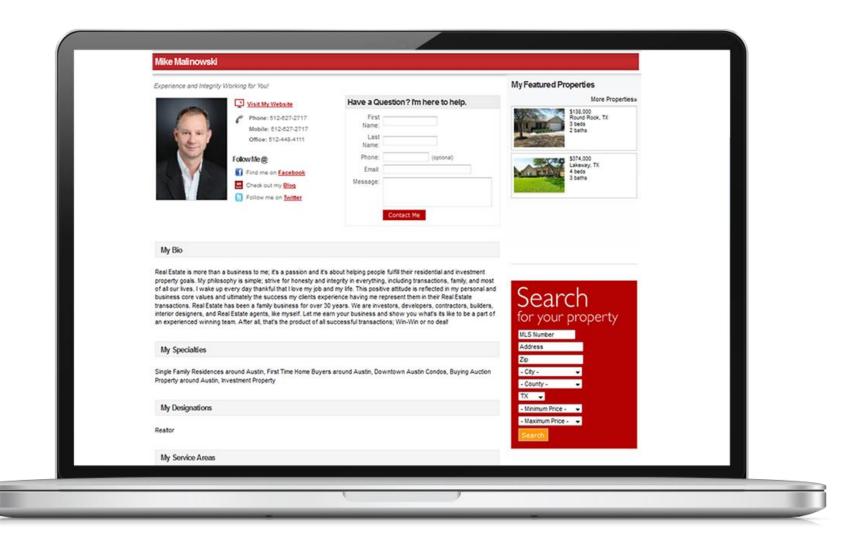




TECHNOLOGY: KW.COM

AGENT PROFILES



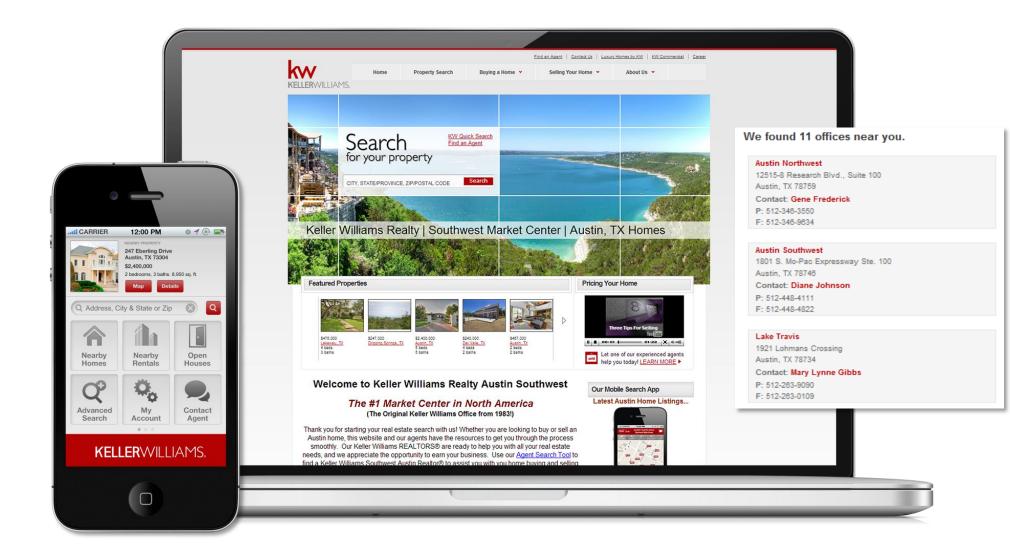




TECHNOLOGY: OFFICE WEBSITES

OFFICE SITES







KELLER WILLIAMS LISTING SYSTEM



The Keller Williams Listing System (KWLS) allows you to market your listings online when you want, where you want. By entering your listings into the KWLS, your properties receive free international exposure on the Web through kw.com, market center Websites, your eAgentC Website, eEdge Website, and all of our **340+ listing partners.**





TECHNOLOGY: AGENT WEBSITES

AGENT SITES

Two Choices (both with full IDX)*:

- Customizable 1.
- 2. Set it and forget it



......



* Where available



eAGENTC



Lead Generation \$2.23

- Agent Websites
- MC Websites
- KW.com
- Lead Routing
- KWLS

gentC

- KW mobile app

Research and Education \$1.12

- eAgentC Certification
- R&D for Agent tools and systems
- eAgentC training Lab
- Tech Masterminds
- Mega Tech Camp
- Manuals and Tutorials

Agent Help Desk \$1.21

- suport@kw.com
- Support.kw.com

IDX **\$3.68**

- Agent IDX
- Office IDX
- International IDX

Productivity \$1.76

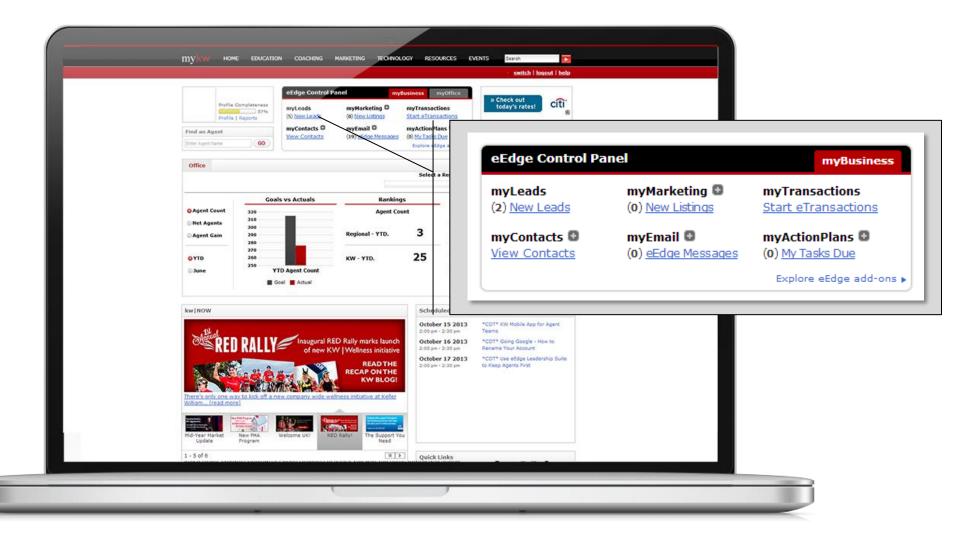
- Agent Tools
- Goal Setting
- M.O.R.E.
- Reports



eEDGE – THE POWER TO PRODUCE



Your myKW control panel is home base for your business and has everything you need, right where you need it.





eEDGE – THE POWER TO PRODUCE



myLeads Don't let another lead get away.

Lead response time is crucial, and with eEdge's lead notification and automated followup systems, you ensure your response is immediate and meets consumer needs.

myContacts Real estate is a contact sport and your business IS your database.

eEdge provides a state-of-the-art, fully functioning mobile-optimized contact management system that allows you to track and tally each of your clients and all your communications with them.

myMarketing

Put an end to the marketing madness.

With the eEdge contact management system, your marketing campaigns run like a welloiled machine. From emails postcards to listing presentations to phone scripts, eEdge offers a customizable library of material.

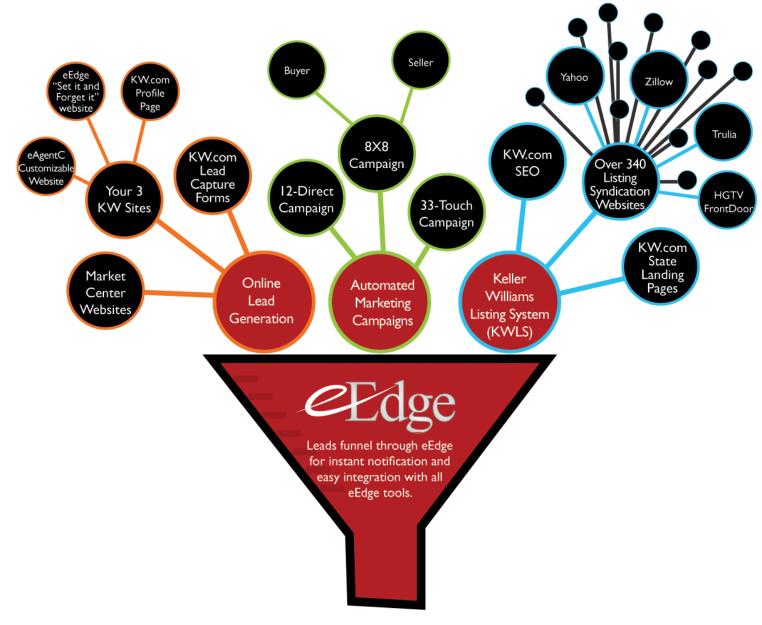
myTransaction

Efficient. Economical. Environmentally-conscious.

myTransactions makes you practically paperless and totally mobile all the way through closing. All the parties you choose to invite into the transaction can see the documents and the progress of the transaction – the YOUR branded website.

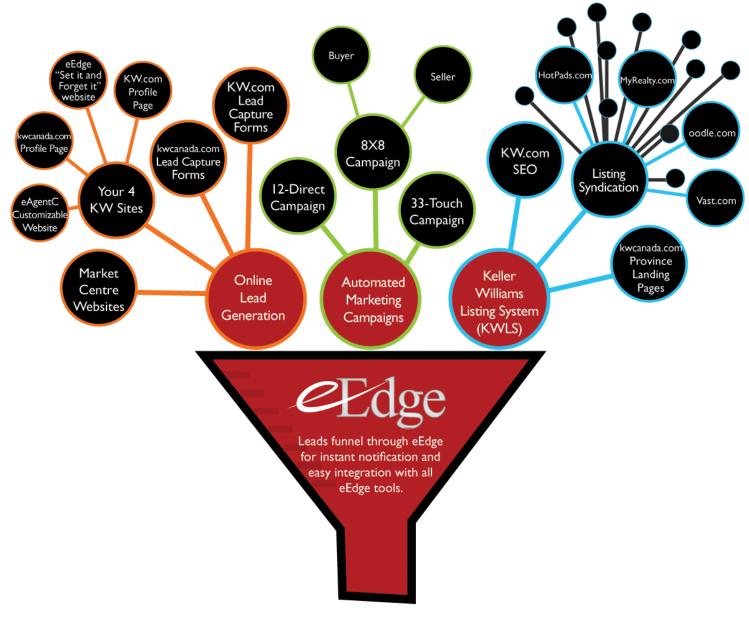


YOUR KW LEAD GENERATION NETWORK - U.S.



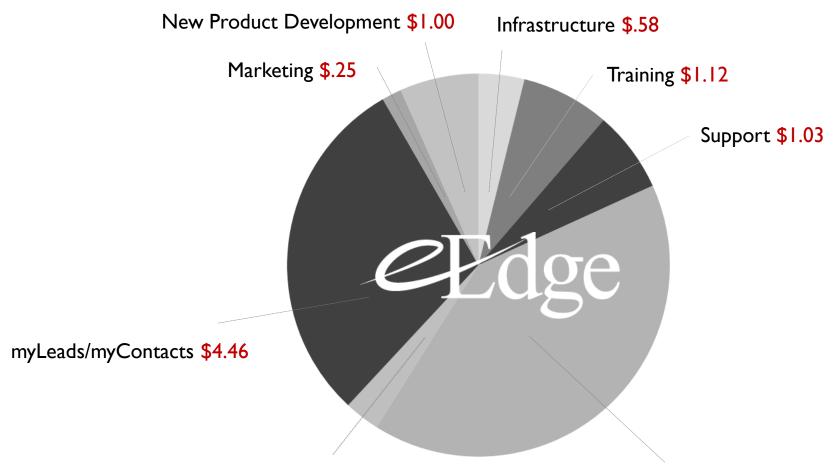


YOUR KW LEAD GENERATION NETWORK - CANADA





eEDGE – THE POWER TO PRODUCE



myMarketing \$.45

myTransactions \$6.11



TECHNOLOGY

eEdge

"We stand behind our agents, not in

front of them."

GARY KELLER ON THE KW BRAND PHILOSOPHY

MARKETING



YOUR BRAND MATTERS MOST

"I can honestly say that Keller Williams is a culture where the 'best of the best' share with everyone in our family and this brings tremendous value to every agent and team within the company."

CHRISTINE LEE, JACKSONVILLE, FL



YOUR LOCAL BRAND MATTERS MOST

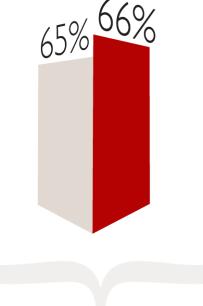


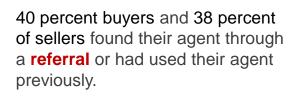


CONSUMERS DO BUSINESS WITH YOU

It's your own brand that matters most - because nobody does it better than you.

40% of Brvers





66 percent of buyers and 65 percent of sellers **only contacted one real estate agent** before deciding who to work with. Only 3 percent of buyers and 4 percent of sellers cited an **agent's affiliation** with a particular firm as the most important factor when choosing their agent.

Source: National Association of REALTORS® 2012 Profile of Home Buyers and Sellers

3%



LEAD GENERATION AND MARKETING TO YOUR SPHERE

We provide unique, custom marketing campaigns to power your lead generation efforts. And it's all based on the proven models from *The Millionaire Real Estate Agent*.





WINNING BUSINESS

We stand behind you at every listing appointment and buyer consultation with benchmarked, proven presentations that help you stand out from the competition.





MARKETING PROPERTIES AND PROJECTS

And when it's time to market your listings, turnkey marketing solutions save you time and money.





eEDGE myMARKETING MEANS BUSINESS



As of Jan. 2013, eEdge users had...



O REACHED 5,412,280

consumers

EXPERIENCED 90%

increase in gross commission income

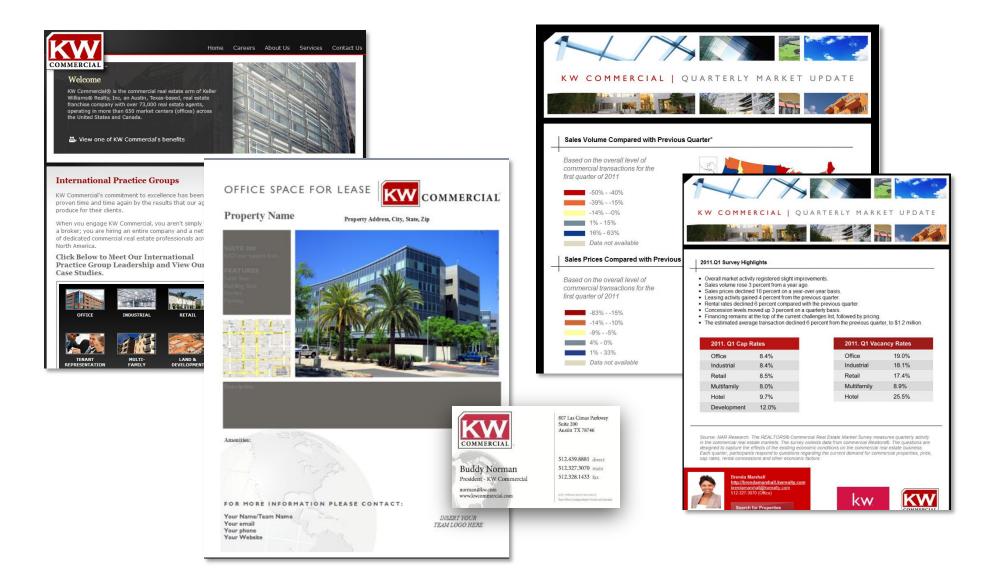


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KELLER WILLIAMS COMMERCIAL

TARGETING THE COMMERCIAL MARKET







KW LUXURY HOMES INTERNATIONAL

TARGETING LUXURY BUYERS AND SELLERS



CUSTOM MARKETING PLAN Client Name 1 Client Name 2 pent Name 1 Agent Name ELEGANT ENTRANCES 240 PINE STREET 240 PINE STREET KELLER MICHAEL BALISTRERI michael.balistreri@kw.com 512.555.8848 michael.balistreri.com \$2,500,000 MICHAEL BALISTRERI Each office is independently owned and operated



KELLERWILLIAMS.

"You could listen to the rumors – or you could profit from the truth."

WEALTH BUILDING

THE POWER OF PASSIVE INCOME

THE POWER OF PASSIVE INCOME



Ilan Bracha, NYC



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THE POWER OF PASSIVE INCOME

•The Keller Williams Realty wealth building models are designed to reward associates for building the company.

•Wealth building is exponential. The Keller Williams Realty wealth building platform now includes **growth share**, a program in which overseas international franchisees reward associates who help the company grow across the globe, much like profit share. An associate can participate in both profit share and growth share.

•These programs allow any Keller Williams Realty associate, affiliate broker, or employee the opportunity to participate in the business they help generate without assuming any financial risks.

•You are vested after three years, and your profit share and growth share can be passed on through generations by willing it to a designee.

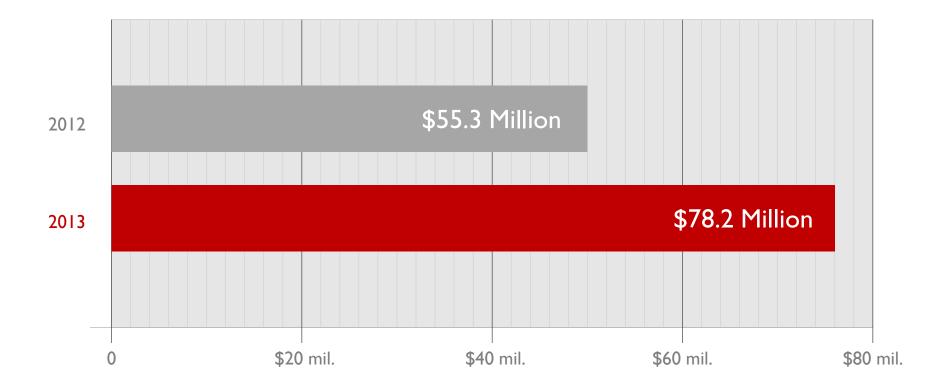


Profit share and growth share dollars may vary — this is not an earnings claim.

WEALTH BUILDING

THE POWER OF PASSIVE INCOME

PROFIT SHARE | 2013



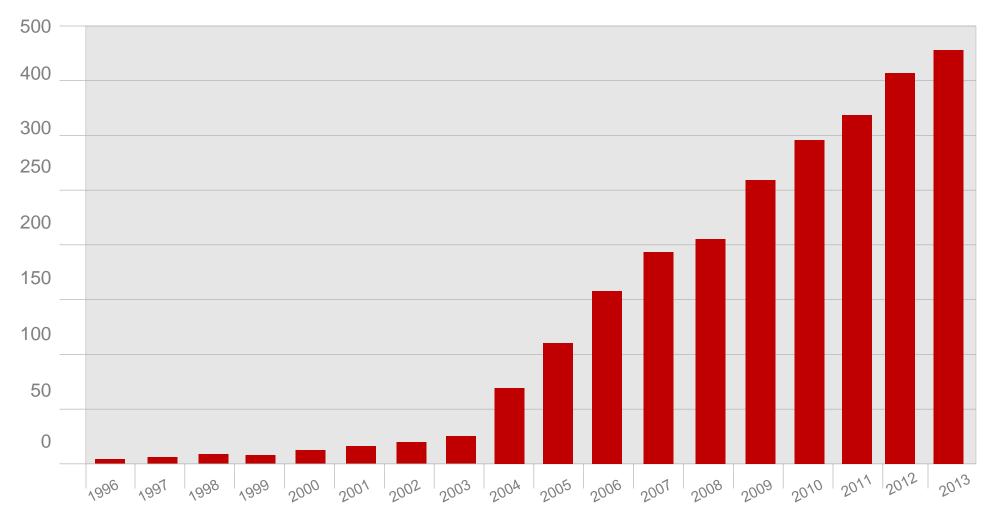
Profit share and growth share dollars may vary — this is not an earnings claim.



INCOME BEYOND YOUR COMMISSIONS

LIAMS

KW CUMULATIVE PROFIT SHARE | 1996-2013, IN MILLIONS



Numbers are North America, USD, as of year-end, Dec. 2013 Growth share and profit share amount may vary — this is not an earnings claim.



"How high we go will be determined by how high we can lift our people."

Mo Anderson, Vice Chairman

CULTURE

CULTURE IN ACTION

DIFFERENT BY DESIGN

"KW has a fundamental commitment to development and growth a commitment to building careers, building business and building lives...it's a catalyst for transforming lives. I should know - it transformed mine."

BO MENKITI, WASHINGTON D.C.





ASSOCIATE LEADERSHIP COUNCIL

OPEN THE BOOKS, SHARE THE DECISION MAKING

At Keller Williams Realty, our books are open to our associates. On a monthly basis the market center financials are reviewed by our Associate Leadership Council (ALC).

There are NO Secrets

Because we are all in business together and we share in the profits of our market center, you'll be able to review the office financials whenever you like.

Budget Accountability

Our ALC takes an active role in the budgeting process and helps our leadership team in making decisions that affect the financials of the office.

Business Accountability

Many of our associates participate in the office financial planning and learn principles they can apply to their own businesses.

"The ALC is the heartbeat of the market center – involved and invested in every decision that affects our agents."



CULTURE IN ACTION

GIVING WHERE WE LIVE

Inaugurated in 2009, **RED Day** (Renew, Energize and Donate) is Keller Williams Realty's annual, company-wide, day of community service.

Keller Williams associates are asked to "give where they live" and dedicate a day to renewing and energizing the communities they serve.





WELLNESS PROGRAM

THE KELLER WILLIAMS WELLNESS PROGRAM

At Keller Williams Realty, you're more than just an associate with our company, you're our family. And to us, that means fulfilling our mission to help you build careers worth having, businesses worth owning and lives worth living.

Because we realize a life worth living has to be a healthy one, we now offer an entire Wellness Program for our associates.

- Health Benefits Marketplace
- Wellness Ambassadors
- RED Rally











Keller Williams is built by agents, for agents. We're a company that's changing lives.

The next one could be yours...





