



January 23, 2023

Chair Dhingra, Vice Chair Trudeau, Ranking Member Padden, and Members of the Senate Committee on Law & Justice:

On behalf of Zillow, I am writing to express our strong support for [SB 5191](#), which provides consumers with important protections and disclosures throughout their home buying and selling journey.

At Zillow, we believe information is power – in fact, our company was founded to bring transparency to the real estate process. Empowering consumers with information enables them to make informed decisions about buying or selling a home – the largest financial transaction most Americans will ever undertake.

Underpinning this value is the belief that consumers deserve transparency and choice as they make important decisions around real estate agent representation and compensation. SB 5191 requires that all Washington home shoppers have access to crucial information when choosing which real estate agent to partner with, including important disclosures to ensure they are informed of potential conflicts of interest and the terms of real estate agent compensation.

All of the costs of the real estate transaction, including real estate agent fees and compensation, should be transparent to consumers. Empowering consumers by clearly disclosing the compensation to be paid to an agent provides the opportunity for consumers to freely negotiate that compensation.

Consumers are best served when they are able to make informed choices on the best professionals to represent them. We strongly believe in the value of an independent buyer's agent to help consumers navigate one of the most important transactions they make in a lifetime. We also believe that consumers should understand their option to be represented by their own agent, and the tradeoffs of choosing not to work with one. Dual agency rarely meets the best interests of both parties, and consumers should be able to make an *informed* choice on whether to have independent representation by a buyer's agent.

The disclosures required by this bill are crucial tools to ensure Washington consumers have the information they need to make informed decisions. We thank you for your consideration of this important pro-consumer legislation and urge your support.

Sincerely,

A handwritten signature in black ink, appearing to read 'Anna Boone'.

Anna Boone
Government Relations and Public Affairs Manager
Zillow Group