



THE OFFERPAD DIFFERENCE:
THE UNICORN CUSTOMER EXPERIENCE



MEET THE CUSTOMER



Donald & Gina Grothoff
Charlotte, NC

THE OFFERPAD TEAM



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HITTING THE BIG TRIFECTA

*HOW OFFERPAD HELPED A FAMILY SELL, BUY
AND FINANCE THEIR 'UNICORN' HOME*

Unicorn. Something that is highly desirable but difficult to find or obtain.

That was the situation Don and Gina Grothoff found themselves in after successfully listing -- and quickly selling -- their home with Offerpad in Charlotte, North Carolina. With the closing date on the sale of their house fast approaching, they had less than three weeks to find and finance their new forever home.

THE SALE

The Grothoffs had decided to sell their home because it needed a good bit of work, and they didn't want to live through a renovation.



"This was the second house we have sold," said Don. "We first contacted [another cash buyer] but wanted to get other offers, too, so I called Offerpad. When Scott [Carpenter] came to meet us, I was immediately impressed. We liked what he offered and how he approached [our selling options], so we decided to put our trust in and work with him to list it."

Just 10 days after putting their home on the market it sold and the search for their unicorn was on.





In total, the Grothoffs looked at 40 homes before finally finding their unicorn in Salisbury.

THE SEARCH

"Their new home needed to be move-in ready with three bedrooms and an additional room for an office at a price point of under \$325,000. Location was also a key requirement," said Scott of his client's must-haves. "This put us in a major time crunch as we had their home already set to close."

Undaunted, Scott rose to the challenge.

"In total, we looked at 40 homes, and they were able to get the 38th home we showed them."

"It is hard to put it all into words how wonderful Scott was to work with," praised Don. "He was extremely knowledgeable, willing to travel from one end of Charlotte to the other to find our 'unicorn' house and an all-out fun person to work with. He was in constant contact with us, took a lot of time going over things and helped solve any issues that came up."



'SCOTT CARPENTER AND EDDIE JASSO WERE THE GREATEST TEAM FOR SELLING OUR OLD HOME AND BUYING OUR NEW ONE. THEY MADE THE EXPERIENCE WONDERFUL AND FOUND OUR UNICORN HOUSE. WE ARE FLYING HIGH IN OUR NEW HOME.'

- Donald Grothoff

THE SOLUTION

By taking advantage of the trifecta of benefits from buying and selling with Offerpad and getting a home loan through Offerpad Mortgage, the Grothoffs were able to find and finance their new home in just 18 days, and simultaneously close on both homes as originally scheduled.

They were also able to save thousands by combining Offerpad's home selling, buying and home loan services.*

"Scott recommended that we try the Offerpad loan process," Don noted. "When we talked with Eddie [Jasso], we were impressed by his professionalism and gentle way of talking to my wife. Plus, he really went to bat for us through multiple offers that were outbid and was always there to help us to bounce back. He got us the best loan and interest rate out of all that we looked at. He and Scott make a tremendous team. Both were always on our side fighting for the best for us."

*Available only in states where Offerpad Mortgage, LLC licensed to operate. Savings rewarded as buyer commission rebates and/or lender credits. Void where prohibited by law.

A SURE BET

With Offerpad's home buying, selling and financing services all under one roof, the purchase of their new home was streamlined and efficient, turning a stressful situation into an easy, hassle-free process.

"They were also able to be debt free after the sale of their home, except for the mortgage on the new one," Scott added.

"Overall, it was a tremendous experience," Don reported. "Again, I put most of that on Scott and Eddie. Thanks to Scott, Eddie and Offerpad, they made the experience wonderful and found our Unicorn Home."

ABOUT OFFERPAD

Offerpad (NYSE: OPAD) is a technology-enabled real estate platform that's helped revolutionize the residential real estate market since 2015. Our proprietary technology provides millions of users with an all-in-one solutions center to meet their real estate needs, from cash offers and flexible listing options to mortgage, home renovation and buyer services, so they can spend more time living and less time 'real estat-ing.'



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