



RAE Commercial Platform

Powered by Moody's

Frequently Asked Questions – *The RAE's Commercial Platform powered by Moody's*

Platform-Specific Information

Q: Can REALTORS® who do not hold a commercial license get access to Moody's?

A: No, to be compliant with RECA, only those licensed in Commercial Real Estate are eligible to access the RAE Commercial Platform.

Q: Why are members receiving so many listing notifications from Moody's?

A: The current volume of listing notifications from the RAE's Commercial Platform was unintended. We are working with the vendor to adjust settings so that notifications are relevant and manageable.

You can unsubscribe at any time by clicking the link at the bottom of the email. Here is a short video illustrating those steps.

► [Unsubscribe from Moody's CRE Broadcasts](#)

Q: Why are commercial listings from Moody's not appearing on REALTOR.ca?

A: We are in the process of aligning and mapping all data fields to ensure a smooth, accurate integration with REALTOR.ca and our third-party partners. For more information, and to subscribe for regular updates, please visit this page on the Member Portal.

[Update on Commercial Data Integration with REALTOR.ca and third-party platforms](#)



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Q: My commercial listings are not appearing on my website (IDX/VOW feeds) – what do I do now?

A: The RAE has provided a URL for any third-party providers to add to their data feeds being displayed on brokerage websites. However, you can reach out to your third-party provider directly and ask them to add [this detailed link](#) to your commercial listings data feed.

Q: Where is the commissions field in Moody's?

A: Due to the complex nature of commercial real estate transactions, which often involve numerous variables and ongoing negotiations, co-operating commissions have not been displayed on Moody's to date. However, we are currently working with their technical team to **have this added as an optional field**. We will provide more updates as they become available.

Q: Where are my business listings on Moody's?

A: In the new platform, these are located under the 'Business Opportunities' section on your dashboard. Business Opportunity Listings are not on the public side because those are displayed only member-to-member. Agents usually do not want those displayed to the public, as the business owners want to have those kept confidential. They are also not a trade in real estate as they are asset sales, which won't allow them to be mapped the same as property listings.

More detail on business-only listings can be found in [this document](#).

Q: Is there the ability to 'Assume Identity' in Moody's?

A: The 'Assume Identity' feature in Moody's is limited to Office Admins. If you want another Moody's subscriber to edit listings, you can have up to four co-agents on each listing. Each co-agent will have edit access to any listing to which they are added.



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Communication, Platform Rollout & Member Engagement

Q: Why is access to a commercial listing platform now an additional cost (when it was previously included in the fees members were paying)? Why is the Association moving towards a pay-per-user model?

A: The shift to a pay-per-user model was implemented to align with vendor licensing requirements and ensure sustainability. This decision was not made lightly. It reflects feedback from our Commercial Committee and commercial members who requested tools and services that deliver real value for their dues and meet the unique needs of their business.

Q: Was the decision to implement a new Commercial Platform informed by member and stakeholder consultation?

A: The decision to implement Moody's was the result of extensive consultation over the past three years with commercial members, combined with a thorough review of all available commercial listing platform offerings, including Paragon. Our goal was to determine which solution would best serve our members and address long-standing functionality gaps for commercial practitioners.

After careful evaluation and member input, Moody's was selected as the platform that most effectively meets these needs.

We remain committed to good governance, transparency and ensuring that any changes serve both our members and their clients effectively.

Q: How has the Association been ensuring the system is thoroughly tested and user-ready?

A: The platform has been in use for over 10 years and is currently trusted by multiple associations across North America. Before launch, we completed a comprehensive data



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conversion process: information from Paragon was downloaded, cleaned and imported into Moody's. This conversion was verified to ensure accuracy.

Agents are responsible for confirming their active and pending listings, including photos. To maintain data integrity, Moody's requires agents to log in every 45 days to verify that their listing information remains current and accurate.

Q: How has the Association been communicating these essential updates and information to members?

A: This change has been communicated through multiple channels, including the Commercial Committee, Commercial Breakfast, Broker Manager Breakfasts and numerous member updates. Our Board of Directors reviewed and discussed this extensively to ensure alignment with governance principles and member expectations.

Data Integrity/Privacy

Q: Where is the RAE's Commercial Listing Data stored once it's been entered into the system?

A: The commercial listing data in the RAE's Commercial Platform (Moody's) is stored on a secure server based in the United States, which is how Paragon data is stored.

Q: What contractual provisions ensure compliance with Canadian privacy and data protection laws (e.g. PIPEDA and Alberta privacy legislation)?

A: The contract between RAE and Moody's was reviewed and vetted by our Chief Privacy Officer to ensure compliance with all relevant privacy legislation.



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Q: If RAE terminates its relationship with Moody's in the future, does it retain the right to export all commercial listing data in its complete and usable format, and is this guaranteed in writing?

A: Yes, if RAE terminates the contractual relationship with Moody's in the future, we retain the right to export all commercial listing data, and this is outlined in the agreement.

Q: Will all listings that are entered into Moody's automatically appear in Paragon, and vice versa?

A: Listings which are entered into Moody's do not automatically appear in Paragon, and vice versa. The two platforms are operating independently and will continue to do so.

Commercial listings will appear exclusively on Moody's, as this platform was selected to meet the specific needs of commercial practitioners that Paragon cannot adequately support.