



## GEORGIA REAL ESTATE EXAM GLOSSARY

# Customer

A customer is a party in a real estate transaction whom a broker does not represent but may assist through ministerial acts.

### OFFICIAL AREA

Real Estate Practice in Georgia

### KNOWLEDGE CLUSTER

Georgia relationships

### LEARNING SYSTEM

Define, distinguish, apply, retrieve

### SOURCE STANDARD

Official exam outline plus authoritative Georgia or federal references where the topic has a controlling rule. Independent educational resource, not affiliated with GREC or PSI.

### PASS GEORGIA APP

Continue from definition to exam-ready recall.

1,300+ Georgia and national questions, detailed explanations, spaced review, readiness tracking, Math Coach, and offline study. \$59.99 once with no subscription.

### DOWNLOAD

[passgeorgiarealestate.com/download](https://passgeorgiarealestate.com/download)



01 / COMPLETE LESSON

# Build the complete exam definition

Learn the rule, separate it from the nearest distractor, then apply it to a Georgia fact pattern.

## CORE DEFINITION

What does Customer mean?

A customer is a party in a real estate transaction whom a broker does not represent but may assist through ministerial acts. The broker still must act honestly and disclose specified adverse material facts actually known to the broker.

## CLOSEST DISTINCTION

How do you separate the nearest exam answer?

A customer receives assistance without advocacy. A client receives representation under a brokerage engagement.

## GEORGIA APPLICATION

What changes or stays the same in Georgia?

BRRETA expressly permits transaction brokers and affiliated licensees to perform ministerial acts for customers without creating an agency relationship.

## WORKED EXAMPLE

A listing agent gives an unrepresented buyer a blank form and explains where to insert the offered price without recommending what price to offer. The buyer is a customer.

## EXAM TRAP

Honesty toward a customer does not authorize disclosure of a client's confidential bargaining position.



02 / PRACTICE AND MASTERY

## Retrieve the rule under exam conditions

Answer before reading the explanation. Then explain why every distractor belongs to a different term.

### ORIGINAL PRACTICE CHECK

A listing agent is helping an unrepresented buyer fill in an offer. The buyer asks, "What is the lowest price the seller will take?" The agent knows the seller would accept \$15,000 less than list. What should the agent do?

- ☐ A Share the figure, since honesty is owed to every customer
- ☐ B Share the figure once the buyer signs a written disclosure
- ☐ C Suggest an offer price after reviewing recent nearby sales
- ☐ D Decline to share it and keep helping with ministerial tasks

### CORRECT ANSWER: D

A customer is owed honesty, but not the seller's confidential bargaining position. The agent keeps the seller's bottom line private and may keep helping the buyer with ministerial acts. Suggesting an offer price would be advice, which goes beyond ministerial help and works against the seller-client.

### MASTERY TRACKER

Mark each box only when you can perform the skill without looking.

- ☐ I can define the term in one precise sentence.
- ☐ I can separate it from the closest look-alike.
- ☐ I can explain the Georgia rule or confirm that the national rule applies.
- ☐ I can answer the practice check and explain every option.



03 / CONNECTIONS AND AUTHORITY

## Connect the term to the wider exam

Use these relationships to move from isolated recall to a connected exam model.

### RELATED TERM

#### Client

A client is a person who enters a brokerage engagement with a broker.

<https://www.passgeorgiarealestate.com/glossary/client>

### RELATED TERM

#### Transaction broker

A transaction broker is a Georgia broker who has not entered a client relationship with a party but performs permitted ministerial acts and the statutory duties owed without representing that party as an agent.

<https://www.passgeorgiarealestate.com/glossary/transaction-broker>

### RELATED TERM

#### Ministerial act

A ministerial act is an administrative or clerical service that does not require the licensee to exercise professional judgment or discretion on behalf of a person, so it can be performed without creating a client relationship.

<https://www.passgeorgiarealestate.com/glossary/ministerial-act>

### RELATED TERM

#### BRRETA

BRRETA is Georgia's Brokerage Relationships in Real Estate Transactions Act.

<https://www.passgeorgiarealestate.com/glossary/brreta>

### RECOMMENDED NEXT COMPLETE LESSON

#### Real Estate Practice in Georgia complete lesson

<https://www.passgeorgiarealestate.com/study-guide/georgia-practice/client-vs-customer>

### EXAM SOURCES AND AUTHORITY NOTES

#### 1. PSI Georgia Candidate Information Bulletin, 7/1/2026

Official exam administration and content-outline source.

<https://test-takers.psiexams.com/api/content/bulletin/4672>

#### 2. Georgia Brokerage Relationships in Real Estate Transactions Act

GREC's official law portal links to Title 10, Chapter 6A, the Georgia agency statute.

<https://grec.state.ga.us/information-research/license-law/>