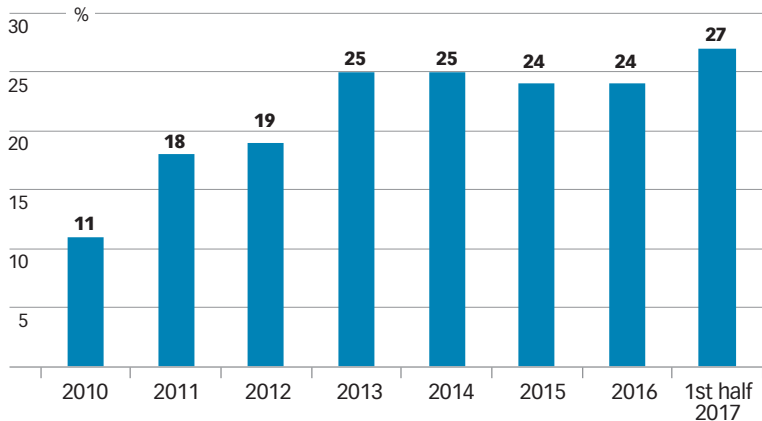


# Agent disruption

Percentage of resale buyers and sellers who DIY



*Note: This covers buyers and sellers, not number of resale transactions*