

The unexpected arrival of COVID-19 has impacted all of us personally and professionally. Fidelity National Title & Escrow is considered an essential business, so our operations have continued without interruption. However, as a result of the stay-at-home order and Fidelity's commitment to safeguarding its employees and customers, our four physical offices are closed to the public and 70% of our statewide staff are working from home. We are able to meet with customers on an appointment-only basis, and we have put in place many processes to protect employees and clients against the spread of COVID-19. A few of our new practices include:

- Mobile notary services: We ask our customers to allow us to set up a mobile notary service so that a notary can go to their place of residence to sign off on documents.
- Questionnaire: Customers who choose to come in for signing must complete a questionnaire about travel and health-related issues prior to having their appointment confirmed.
- Lender documents: We ask lenders to DocuSign as many documents as possible prior to meeting, to minimize customers' time with the notary or escrow officer at signing.
- Sneeze guards: Every Fidelity office has a sneeze guard in the signing room to separate customers and escrow officers.
- Personal protective equipment: Officers wear face masks and gloves at each signing, and customers are provided with gloves and a pen to take home.
- Office cleanings: Offices are disinfected and tables are wiped down after each signing.

Here at Fidelity, we continue to open new resale and refinance transactions, as well as successfully recording orders. While our processes remain the same, we remind customers that there may be delays with third-party vendors. As most appraisers, attorneys, inspectors, real property tax office employees, and other employees of state and county offices are also working from home, they may require more time to successfully process and record transactions.

A comparison of 1st quarter 2020 vs. 1st quarter 2019 shows that the Maui real estate market was very healthy and active, as you can see below. For a detailed report, please visit FidelityMaui.com.

We know that the 2nd and 3rd quarters of 2020 will definitely reveal the effects of COVID-19. For a sense of the slowdown in real estate activity during the month of April, check out the Sales vs. Pending graph from January 2019 through April 2020. There were only eight fewer recordings in April 2020, including all the escrows that cancelled in mid-March. Only 39% of deals went pending for April 2020 vs. April 2019, for a total of 106 vs. 271.

Only time will tell how impacted this industry will be long-term.

More importantly, though, our thoughts and hearts go out to the residents of this beautiful state who lost their jobs, who have been furloughed, who know someone who has faced the virus, or who have battled the virus themselves. This state relies so heavily on the visitor industry and we do hope that before we know it, airlines will be flying to and from Hawaii again so our residents can get back to working and providing for their ohana.

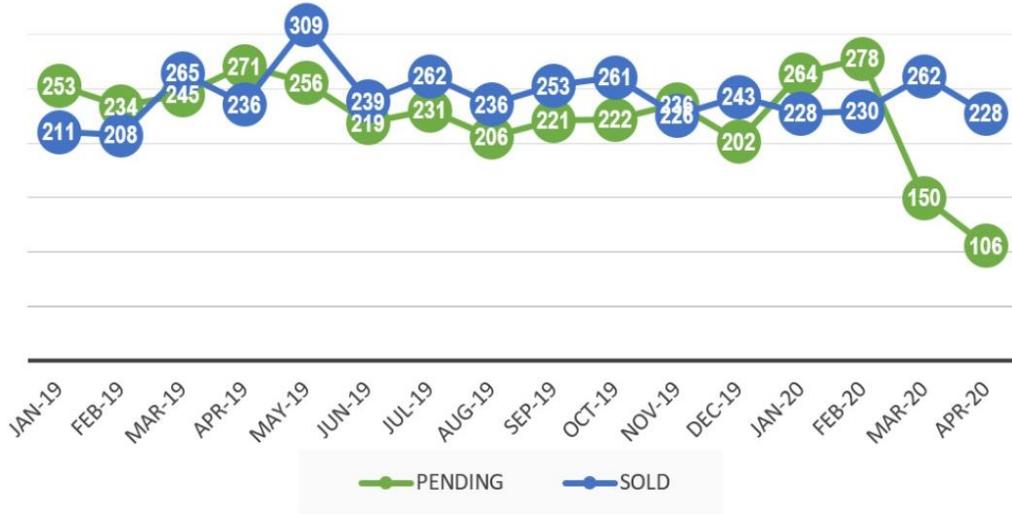


FidelityMauiWEEKLY

Real Estate Update

Pending vs. Sold

Jan 2019 - April 2020



*Source: Realtors Association of Maui.
Information deemed reliable, but not guaranteed.



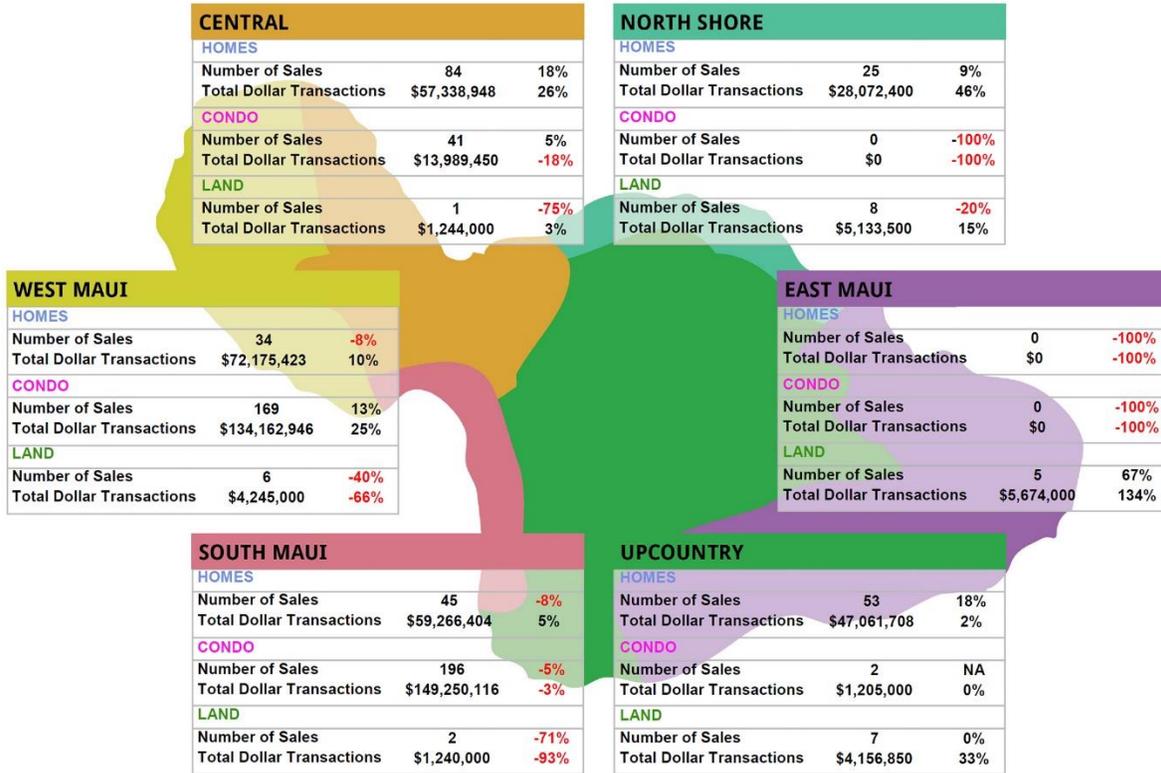
Fidelity National Title & Escrow of Hawaii

Central 808-893-0556 | Upcountry 808-573-0110 | West Maui 808-661-4960 | South Maui 808-891-2404

MAUI DISTRICTS

1st Quarter 2020 YTD vs 1st Quarter 2019 YTD

FIRST QUARTER 2020



**This information is presented for informational purposes only. It is not our intention to provide any legal, financial or business advice. For specific information, please consult a qualified advisor.