



Office Procedures

In Response to COVID-19

Recent concerns related to COVID-19 (coronavirus) have generated significant public attention and changes to office & appointment guidelines as prescribed by health officials such as the CDC and the WHO. Title and settlement companies across the country have developed protocols to ensure healthy and safe closings in the wake of this uncertainty. Below are procedures currently implemented for the health and safety of our valued associates, clients, and team.

PRIOR TO ARRIVAL: Clients have been asked (prior to confirmation of any in-person appointment) to verify that they are not currently experiencing symptoms of illness and have not recently been in contact with anyone experiencing symptoms.



BY APPOINTMENT ONLY

In compliance with current local and national requirements and recommendations, all visitation is by confirmed appointment only.



PRE- & POST-CLOSING DISINFECTING

Before and after each appointment, the chair(s), table(s), and door handle(s) will be wiped down with disinfecting wipes or alternate disinfecting solution(s).



CLOSING TABLE ITEMS

Pens, papers, extra reading glasses, and other items normally found on the closing tables have been removed. New pens will be distributed to each closing participant and will not be reused.



LOBBY ITEMS

All reading materials, ceramic mugs and other re-usable items have been removed for your health & protection.



HAND SANITIZER

Hand sanitizer is provided in each closing area. If none is available, employees and visitors are asked to wash their hands before and after each encounter.



CHILDREN'S PLAY AREAS

Children's play areas have been removed at this time.

Please ensure that only those deemed "essential" to appointments are attending

GENERAL CLEANING

Cleaning personnel are using appropriate disinfecting cleaning solutions for after-hour services.

WORKFORCE DISPERSION

We have invested in and deployed solutions allowing employees to work from remote locations when possible while ensuring safe and healthy production and service continuity.

SOCIAL DISTANCING

When possible, we ask that everyone stay approximately six feet from other individuals. We look forward to the next opportunity for a friendly handshake.

Promoting the health and safety of our customers and employees is our top priority.
THANK YOU FOR YOUR TRUST, PATIENCE, AND PARTNERSHIP DURING THIS CHALLENGING TIME.
WE ARE HERE FOR YOU.