

Dear Valued Customer,

Considering title companies being deemed essential during this pandemic and remaining open to serve clients, we need the help of our real estate partners to keep everyone safe and healthy. We are asking agents and loan officers to ensure that the following information is passed to your buyers/sellers/borrowers PRIOR to closing. These items are essential to ensuring that we can continue to operate safely.

1. Closings will be scheduled in one of our offices and held with enough time in between to thoroughly clean rooms. This will limit the number of closings we can safely perform in one day. Please schedule as far in advance as possible and note that appointment times will be limited.
2. The closing documents will be sent out prior to closing. Please be sure to get these documents to your buyer/seller/borrowers and have them review the documents prior to coming to closing to limit the time they need to be in the office.
3. Only **those signing papers** will be allowed in a closing. (I.e. If there is only one buyer, only that person is allowed to come in.) If they would like someone else to attend via speaker/FaceTime, that is fine. This includes children. If they must bring children to their closing then the parents will need to come into the building one at a time while the other stays out with the children. This is for everyone's safety.
4. Every person who enters our building will be asked to complete a health questionnaire to confirm they, nor anyone in their household, has any symptoms nor has come in contact with anyone infected with COVID19.
5. Please arrange for how the seller and buyer are to exchange keys prior to closing.
6. Please be aware that we are closing files as "true splits" with buyers and sellers closing in separate locations (if they have another title company.) If your client is the seller, please determine prior to closing how they would like their funds. If they want a check, it will be sent overnight by the other title company when it funds. If they want a wire, please make sure that they COME TO CLOSING with banking information to fill out wiring instructions. This is a complicated process and all title companies are working very hard to get documents back and forth and ensure all funds are disbursed right away and we can do that if we have information prior to closing.
7. If you have the buyers side of the transaction, please be sure that if there are any issues with the walk through prior to closing that they are communicated to our office right away so we can make arrangements to postpone the closing or change documents prior to the arrival.
8. Please be sure to communicate to your processor how/where you would like your package and check sent post-closing.
9. If for any reason you believe your client may be infected or has been in contact with someone who was infected, please contact our office immediately.

Thank you for working with us through this trying time.

Sincerely,

Parks Title