

COVID-19 Response

To Our Valued and Beloved Clients:

As the coronavirus (COVID-19) continues to spread across the United States, we have **two** critical objectives:

- 1. To let our employees know what Title First Agency, Inc., (Title First) is doing to respond to this pandemic situation, and**
- 2. To proactively communicate to our clients that we remain ready and able to take care of their title and escrow needs**

First and foremost, our priority is the safety and well-being of our employees and clients. We will be vigilant in assessing the situation on a daily basis. We will continue to review and implement recommendations from the World Health Organization, U.S. Centers for Disease Control and Prevention, the President and the Governors of our states as well as local authorities. We will continue to develop, update, and share guidance with our employees so they are fully informed on how to protect themselves, their families and their clients against transmission of the virus.

While we remain focused on the health and safety of our employees, we also remain committed to delivering excellent service to you, our clients.

Title First has the infrastructure, procedures and safeguards in place for all critical employees to work virtually in order to keep your transactions moving forward to closing. This is a significant advantage for Title First, and we want to make you aware that we can help, and that we can function in this environment. We have prepared for a situation like this for years, and revisit our pandemic and disaster recovery plans annually. We want you to know that we can perform well in this environment, and that because of our size, experience and commitment to people and technology, we can help you keep your business going.

Almost all of our 20 offices remain open for on-site client work and real estate closings. We have taken extra precautions to sanitize our lobbies, closing tables, chairs, door handles and facilities. We can mitigate employee and customer contact with others through physical (social) distancing, remote technology, e-recording and courier services to give you and your customers peace of mind.

We are also implementing policies that require all guests at our offices to confirm they do not pose a risk to others when scheduling closings.

Although there is a fear of the unknown, we want to safely deliver our commitment to your continued success.

We wake up every day to protect the American Dream. Our mission is important to the economy and it is important that you know we have the capability to get the job done so you can continue to help your customers buy, sell or finance commercial and residential real estate transactions around the country.

We are all in this together. Thank you and be safe.

SEAN A. STONER, Esq.
President



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