

**OPERATION PROCEDURES
IN RESPONSE TO COVID-19**

Recent concerns relating to the COVID-19 (coronavirus) has generated significant public attention and changes in guidelines 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 operational procedures that our companies have implemented:

- **Closed to Public Visitation:** Complying with social distancing recommendations by CDC, all visitations are by appointment only.
- **Arriving to a Closing:** Guests are encouraged to use hand sanitizer and/or wash hands upon arrival at our office.
- **Symptomatic Clients:** If you have returned from any countries that have a Level 3 or 2 Travel Notice issued by the CDC, or have been exposed or potentially exposed to the COVID-19 virus in the last 14 days, please let us know and we would be more than happy to coordinate other closing accommodations.
- **Post-Closing Disinfecting:** After each closing, the chairs, table and door handle will be wiped down with disinfecting wipes or bleach solution.
- **Closing Table Items:** Remove pens, paper, extra reading glasses and other items normally found on the closing tables. Distribute new pens to each closing participant and not re-used.
- **Lobby Items:** All reading materials, ceramic mugs and other re-usable items have been removed.
- **Children's Play Areas:** Remove children's play areas and place in storage.
- **Hand Sanitizer:** Provide hand sanitizer in closing spaces. If none is available, encourage employees and visitors to wash their hands before and after any closing or other meeting.
- **General Environmental Cleaning:** Cleaning personnel are using appropriate germ-killing solutions when cleaning office areas after-hours.
- **Social Distancing:** When possible, stay approximately six feet from others.
- **Workforce Dispersion:** Our company has invested in technology solutions that allow our employees to work from remote locations, assuring production and service continuity.

These are the protocols we are using here at Chicago Title Company. Safeguarding the health and safety of our customers and employees is our top priority.

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We appreciate your understanding during these difficult times.