



## YOU ARE OUR TOP PRIORITY

Heritage Title is committed to the well-being of our clients, employees and business partners. We are closely monitoring the latest developments regarding COVID-19 (the coronavirus) to help ensure the health and safety of all concerned. Please be advised that Heritage has implemented guidelines for each of our offices related to our mission of excellence and best practices in the title industry. We have taken steps to comply with the guidelines of the U.S. Centers for Disease Control and Prevention and have tasked a management team with the responsibility of tracking and staying apprised of the latest communications and information related to COVID-19. Heritage has put in place preventative policies and procedures to slow the spread of the coronavirus. Some of these preventive measures include:

- Hiring a professional cleaning service equipped with technology and advanced cleaning devices to treat our offices on a routine basis and serve as a continuing deterrent for risk;
- Retaining an on-site cleaning service to clean all common area surfaces in our offices with a special emphasis on conference rooms and high traffic areas after each use of the room to mitigate/eliminate any viruses which may be introduced;
- Offering hand sanitizer and cleaning products to visitors and employees;
- Reminding employees about proper hygiene, hand washing and social distancing procedures;
- Advising employees to avoid all travel to affected areas and non-essential travel;
- Asking all employees who are showing signs of illness to stay home;
- Postponing all Heritage Higher Education classes;
- Postponing and cancelling all events, conferences and meetings while encouraging employees to stay engaged with use of virtual meetings and teleconferencing tools;
- Working with courier services that have implemented preventative measures to help mitigate potential risks;
- Making sure management teams are in constant communication with each other and equipped with guidance on employees returning from travel or having been in contact with others affected;
- Offering remote closing options where available and encouraging clients to reach out to their escrow teams for more information;
- Requesting all visitors to notify our offices if they have traveled to affected areas or have been exposed to others who have traveled to affected areas or have been around others who have been exposed to COVID-19;
- Adjusting work schedules to allow employees to work remotely and making sure that all essential employees have the tools and resources required to work remotely;
- Encouraging clients to utilize electronic payment resources and other means for option fee since Heritage does not accept, hold or deliver option fee per TREC and TAR rules;
- Verifying that our network systems can handle large-scale remote work, if necessary;
- Verifying that Heritage is SSAE 18 compliant and continues to offer secure closings; and
- Confirming that Heritage Title has all resources in place to continue to operate and deliver best in class title services.

We take this matter very seriously and will continue to take all preventative measures necessary to protect the health and safety of our clients, employees and business partners. Your trust and confidence are important to us, and we are honored to provide best in class service in the title insurance and settlement service arenas.

**Excellence is the heart of Heritage.**