



To our valued customers:

The highest priority of Community Title is to the safety of our customers and employees. We want you to feel confident when closing with Community Title that we are staying on top of the evolving situation with COVID-19 (Coronavirus).

We continue to closely monitor the latest developments regarding the virus in Texas and the United States to help ensure the health and safety of our employees, business partners and the consumers we serve every day. We also recognize that you are relying upon our ability to continue to conduct closings and business as usual during these uncertain times. **All staff with Community Title can work remotely from home, should that be needed. Our software allows us to be connected and working anywhere there is internet service.**

Community Title is closely following the Centers for Disease Control's (CDC) guidelines and recommendations on the steps we can take to help prevent the spread of the virus. We have shared specific instructions with our employees on the importance of washing their hands, avoiding crowds, social distancing and staying home if they feel sick.

Here are a few examples of the practices and polices we have implemented in our effort to be vigilant:

- As a standard business practice and with our Best Practices certification, we have a comprehensive Business Continuity and Disaster Recovery Plan. This helps us ensure we can service you effectively while maintain safety for you, your customers and employees.
- We are currently in the process of rolling out remote online notarization. This will be available for sellers and cash transaction buyers. Most lenders in our area, at this time, will still need original signed documents. As time progresses, perhaps this will change.
- We have set up "Clean" closing rooms to facilitate safe onsite signings. These rooms will be sanitized both before and after use to ensure everyone's safety. We also encourage the signing customer to BYOBP (Bring Your Own BLUE ink Pen), otherwise a brand new pen will be provided. You my keep our new pen or it will be thrown away.
- Items that are handled by customer traffic, such as magazines, coffee service setup, candy, etc., have been removed from all closing rooms and lobbies
- All public areas and employee workstations are being sanitized constantly. Our employees will maintain personal space, refraining from any direct contact, including handshaking, touching or hugging.
- REALTORS please email contracts to us. If it is possible, wire us the earnest money. If that is not possible you can drop off a check and we will email a receipt to you. Our Nacogdoches office has a locked drop box for anything you need to drop off. The Lufkin and Livingston offices will each have one shortly.
- All our offices will separate buyers and sellers for all closings effective immediately. Both parties will be directed straight to our closing rooms instead of being seated in our lobby.

How can you help us?

- If you feel ill and a closing is scheduled at our office, call us before coming to your closing. We'll work together to figure out a plan for handling your closing.
- We ask that only the individuals who will be signing documents come to our office. Our goal is to limit the number of people in contact with everyone. This is very important!
- Please practice social distancing.

In times of uncertainty, it is important to know that we are here to support our customers and all our business associates. We also want to express our gratitude for your continued trust in all of us at Community Title. Feel free to contact us with any concerns you may have or topics you would like to discuss in connection with your transactions.

Please continue to contact us at the same phone numbers and email addresses that you are accustomed to using. We are committed to staying connected with you as we navigate these unprecedented times.

Thank you,

Debbie Squyres

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