



# CHICAGO TITLE®

## To Our Clients,

At Chicago Title, our people and clients are our top priority and we are committed to doing what we need to do to protect them while helping stop the spread of COVID-19. As a result, we continue to closely follow guidance issued by the CDC, WHO, and other state agencies as it relates to safety protocols and virus protection. With this in mind, we have implemented alternative work arrangements across all of our offices and have approved as many of our people as possible in each office to work remotely.

California Governor Gavin Newsom announced a shelter-in-place directive for the entire state in an effort to stem the spread of the coronavirus. The directive was announced Thursday, March 19, 2020. Chicago Title was deemed an Essential Business under the directive, and as a result we will continue to work hard to provide our clients the services they require to close real estate transactions during this global crisis.

Although, most of our staff are working remotely, they are fully functional and will continue to offer all of our services and expertly handle all of our customers' transactional requests. We have spent time both testing and expanding our remote working capabilities to minimize any disruption of the service levels you have come to expect. However, in this unprecedented time, we ask for your patience as we diligently work to meet these new challenges and the needs of our people, our clients, and our communities. Please note the following regarding real estate transactions:

- **EARNEST MONEY/JOINT ORDERS:** We ask that all earnest money be sent via overnight mail or wire transfer. We will gladly provide overnight labels. Please call your Escrow Officer or Account Manager for additional information. Our office is currently closed to the public for the health and safety of our staff and customers, but team members can be reached via phone.
- **SEARCHING & TITLE PRODUCTION:** We will continue to provide all of the title products you are accustomed to receiving. In jurisdictions where various government offices are closed, the ability to provide title information can be impacted, which includes property searches, name searches, court case searches, and tax/assessment information. We recommend reaching out to your contact at Chicago Title to discuss options for your transactions.
- **MOBILE SIGNING SERVICES:** When applicable we will provide mobile signing services to complete signings quickly and efficiently in your customer's preferred location
- **ESIGNING VIA DOCUSIGN:** To significantly reduce reliance on in-person signings, our offices will continue to leverage DocuSign to help collect electronic signatures.
- **ESCROW SERVICES & CLOSINGS:** We will continue to provide these services throughout the duration of the Governor's Shelter in Place Directive. Escrow closings will be done as mail-in, mobile, or esigned transactions.
- **COUNTY RECORDING OFFICES:** At this time, the majority of county recorder offices appear to be functioning, or are only closed to the public, so that documents continue to be recorded, and online records remain searchable and up-to-date. However, that is not true in all cases. We ask that you discuss how this may impact any transactional requests with your Chicago Title Representative.

We are closely monitoring this pandemic and you are encouraged to contact our office with any concerns or questions related to your transactions. We will continue to work diligently with you to make sure your transactions are handled with the utmost professionalism and with security measures at the forefront of each deal.

We are committed to remaining operational while keeping the health and safety of our employees and customers a priority. We are well positioned to handle all customers' transactional needs. We appreciate your understanding and value your ongoing trust. We will continue to update you on new developments.



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