



COVID-19 (Coronavirus) Response Plan

Pennsylvania | Updated 4/1/2020

PROTECTING YOUR PROPERTY RIGHTS & YOUR HEALTH

During this unprecedented time, when COVID-19 is affecting not only our communities, but the entire world, we are here to provide you with a safe, secure, convenient closing experience. The Commonwealth of Pennsylvania has deemed settlement companies as essential.

Our offices are closed to the public, but we remain open for business and are continuing to conduct settlements.

Please be assured that we are doing everything in our power to protect you, our partners, and staff.

DOCUMENT REVIEW

We are leveraging our technology to ensure you are provided with the safest possible environment to sign your documents. We will provide you with the opportunity to review available closing documents over the phone or via video conferencing prior to signing. Reviewing the documents in advance will make the signing process safer. Some documents, such as loan packages, are provided by third parties and may not be available until the time of settlement.

IDENTITY VERIFICATION

We ask that you e-mail or text a photo of your valid, government issued ID to your settlement officer prior to closing.

SETTLEMENT DAY

We are committed to protecting not only your property rights, but also your health. To that end, we are bringing the closing to you. We will drive your closing documents to your home where you can sign them in your own safe, personal space. Please note that due to the travel time required for closing, disbursement will be delayed.

In order to keep all parties to the transaction safe and secure, only signers are permitted to attend the closing. Everyone else, including realtors, lenders, family members and children, should abide by the governor's order and stay at home.

PROCEDURES FOLLOWING COURTHOUSE CLOSURES

We have worked diligently with our underwriters to ensure they will provide Gap coverage. Gap coverage allows us to proceed with closing while continuing to protect all parties to the transaction, even during periods where the applicable recording office is closed, and the documents cannot be recorded.

OFFICES CLOSED

Our offices are closed to the general public at this time.

The procedures above are effective immediately and will continue until further notice. This fluid situation is constantly evolving, and our practices will evolve with it. We will update our procedures and communications as needed.

We firmly believe it is our responsibility to provide you with safety and security when buying, selling, or refinancing your home. Our role has expanded to include the protection of your health and well-being, along with that of our staff, partners, and communities. We take this responsibility to heart and are working diligently to provide you with exceptional service and security.

THANK YOU FOR PLACING YOUR TRUST IN OUR TEAM.

