



For our clients, friends and industry partners

We are reaching out to communicate the measures we are taking to combat the spread of the Coronavirus. We all are facing challenges that are serious and continually changing. Our priority is the health and safety of our team, clients and business partners. Although many companies have suspended their operations, we have made the determination to continue to process and conduct settlements so that we can keep servicing our clients. We have protocols in place designed to protect everyone, limit exposure and mitigate the spread of Covid-19.

We are actively managing all information and recommendations from the CDC and other government authorities to keep our safety procedures up to date.

1. All offices are cleaned and sanitized consistently throughout the day as well as before/after each settlement.
2. Staff is working on a rotational basis to limit the number of people in our offices.
3. We have closed an office to streamline services to a more controlled environment.
4. We are adjusting scheduling to space out sellers and buyers to reduce foot traffic at any given time.
5. Whenever possible separating parties in different conference rooms and maintaining social distancing.
6. Communicating directly with all parties to a transaction to address individual concerns.
7. Single use pens, no snacks, magazines or drinks to keep all surfaces clean and easier to sanitize.
8. Requesting clients to not bring children with them to closing.
9. Sending documents out as early as possible so that they can be reviewed in advance to reduce their time in our offices (keeping in mind we have no control over lender documents).
10. Only sellers and those refinancing can request a mobile notary. This option will be subject to availability and scheduling restrictions as well as an additional fee.

Furthermore, we are staying abreast of courthouse closings or restrictions which are pertinent to our business operations. We will, of course, keep everyone informed of these closures or reductions in services by counties and states as they evolve.

We are all living through uncharted waters which are scary and uncertain. There is so much to consider as we navigate the near future. Rest assured that as we harness the collective power of our communities there will be a return to normalcy. It is that spirit and determination that brings us together to push past crisis.

Be safe, be kind and stay healthy.

Your friends at Monarch Title