



March 24, 2020

To our real estate and lending friends:

In order to correct any misconceptions about the status of Preferred Title-we are open for business. Any information you may have heard to the contrary is false. We are in fact complying with the Governor's recent order to the letter and have been following the guidelines along the way that were given by both the Federal government as well as the State of Michigan. Those guidelines have changed a lot over the past 24 hours and we have done our very best to bring you our very best.

**FYI-Governor Whitmer's order does not say "business as usual".** It says we are to work within certain guidelines.

For those clients wishing to close at our Eisenhower location, please note that to be in compliance with the Governor's recent order we are working on site at a reduced level of staffing. We have instituted the following practices for on-site closings.

1. All closing room tables and chairs are sanitized after each closing.
2. Closers are required to wash their hands thoroughly before and after each closing and to apply hand sanitizer several times a day.
3. Closers are required to wear gloves (and masks if they become available)
4. All staff members are required to stay home if they are ill or experiencing symptoms of any illness. Staff members that have the ability to work from home are working from home.
5. All staff members are required to practice "social distancing" while at work.
6. All lobby surfaces are disinfected several times a day.
7. Closing appointments limited to one "on premise" closing at a time. Only those parties absolutely necessary for signing will be invited to attend.
8. We have an abundant supply of gloves and hand sanitizer for our clients use.
9. All beverages are "self-serve" in disposable cups.

In view of the order and the fact that many buyers and sellers are wanting and/or needing a remote solution we are offering the following for them:

In an effort to observe the recommendations of the CDC and the MDHHS and to keep everyone as safe as possible as we move through the COVID 19 situation, Preferred Title Agency of Ann Arbor has partnered with a remote notary service to allow electronic remote signing of closing documents for sellers. We also offer remote notary services (the notary goes to the location of the signer) for sellers or buyers signing loan closing documents. Cash buyers can actually sign everything they need to sign remotely via secure email without using either of the services.

Thank you for your attention. We are open to your suggestions and truly want to work with you as we navigate through this difficult time. If you are unclear about any of this information, please contact me via email or call or text my cell phone 734-368-2842.

Sincerely,

Deb Ellison  
Preferred Title Agency of Ann Arbor