



## EKKO Title COVID-19 Update

As we learn of the effects the Coronavirus is having on our community, the safety and wellbeing of our friends, clients, business associates, and staff are our highest priorities. We are closely monitoring developments regarding COVID-19 and will adjust our procedures and service as the need arises.

In the meantime, although EKKO Title is a defined essential business, our offices are effectively closed to the public. We will continue to work to serve our clients, and our offices will remain open by appointment only to conduct some settlements. EKKO Title has adopted an extensive hygiene protocol in each of its offices, as recommended by The Centers for Disease Control and Prevention (C.D.C.) and the World Health Organization (W.H.O) that is implemented daily and repeated before and after each settlement to protect anyone visiting our locations.

We have provided our staff with the education, security, tools, and resources necessary and available to ensure your closing proceeds as scheduled in a private and safe environment. Those EKKO Title team members capable of performing their duties remotely are doing so.

We already conduct our title examinations online in most jurisdictions served by our offices and also utilize all of the court's e-recording options when filing documents in the land records. We have established multiple online remote notarization platforms and when permitted by the participating lender, will close transactions remotely to the fullest extent possible, utilizing all available software and technology. We have developed a protocol for "drive-up" closings, we continue to overnight documents to clients ahead of settlement where possible, and will add to our existing online services by introducing a customer portal. We have already introduced a remote deposit banking capability through the ZOCCAM deposit capture application. These measures ensure every option and convenience is available to our clients and the real estate professionals who support us.

If an in person settlement is required:

- Please check with your EKKO office and let them know who will attend, if you would like to take advantage of our drive-up option, or any other arrangements you wish to make.
- Only parties who are signatories to the transaction should attend settlement at our office. Please notify us in advance if any signatory has been out of the country, in contact with anyone displaying C-19 symptoms, or who has been diagnosed with C-19, within the past 21 days.
- At settlement the parties will be required to practice social distancing and single-use pens will be distributed.

We take our role and responsibilities at this time very seriously and are working diligently to ensure you receive the best service possible. We will update this post as necessary but in the meantime thank you for putting your trust in EKKO Title.