



March 25, 2020

To our valued customers,

Our highest priority continues to be your safety and health, and we want you to feel confident and safe when closing with us. As seen in the news, authorities in many of the counties and cities in which we do business have issued “stay at home” orders. Fortunately, all of the orders issued exclude our business as an essential financial service. Thus, our employees are reporting to work and we continue to conduct closings, albeit with some new procedures in place. Some of the measures we have implemented in our COVID-19 policy are described below.

- Any employee exhibiting COVID-19 symptoms is required to stay home and seek medical attention. Where deemed necessary and feasible, such employees may work from home. Such employees are not allowed to return to work until they meet certain CDC guidelines.
- Persons not necessary to close a transaction (agents, loan officers, etc.) are strongly encouraged to attend by telephone and not in person.
- The parties to a transaction are asked the attached questions prior to coming to any of our offices to determine if they are at risk for carrying COVID-19. If it is determined any of them are at risk, we will assist them in finding an alternative to closing in person (i.e., mobile notaries, RONs, etc.)
- Walk-in visitors are also required to answer the same questions before being allowed past the reception area.
- All employees and visitors are required to adhere to the attached social distancing guidelines. In addition, we have implemented the attached Best Practices/Closing Protocols.
- We are aware that there may be county office closures. Please see the attached bulletin from our underwriter regarding this issue.

We will continue to closely monitor this situation to do all we can to protect you and our employees, as well as assist you in keeping your business as normal as possible.





Thank you,

Patrick F. Doyle
Chairman of the Board & President
Texan Title Holdings, LLC

Attachments

- Screening Questions
- Social Distancing Guidelines
- TTIC Underwriting Bulletin





Visitor Questionnaire

As concern over COVID-19 continues to grow, we are instituting temporary measures for our visitors to reduce the risk of exposure to the virus.

Please complete and sign this screening questionnaire before proceeding to a closing room. Your participation is essential for us to comply with the various orders issued by the federal, state and local authorities; as well as protecting you and our employees.

Have you or household family members returned from international travel within the last 14 days?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you or household family members had close contact with or cared for someone diagnosed with COVID-19 within the last 14 days?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you or household family members experienced any cold or flu-like symptoms in the last 14 days (fever, cough, sore throat, respiratory illness, difficulty breathing)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

If you answered “yes” to any of the questions above, your closing must be postponed for at least 14 days. Alternatively, you may use a mobile notary or remote online notary service to sign your documents. Please ask your closer for more details.

Print name

Date

Signature

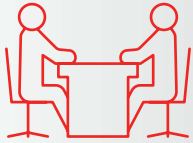


SOCIAL DISTANCING GUIDELINES



1

Avoid in-person meetings. Use online conferencing, email or the phone when possible, even when people are in the same building.



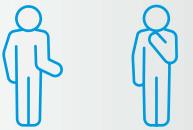
2

Unavoidable in-person meetings should be short, in a large meeting room where people can sit at least six feet from each other; avoid shaking hands.



3

Eliminate unnecessary travel and cancel or postpone nonessential meetings, gatherings, workshops and training sessions.



4

Do not congregate in work rooms, pantries, copier rooms or other areas where people socialize. Keep six feet apart when possible.



5

Bring lunch and eat at your desk or away from others (avoid lunchrooms and crowded restaurants).



6

Avoid public transportation (walk, cycle, drive a car) or go early or late to avoid rush-hour crowding on public transportation.



7

Limit recreational or other leisure classes, meetings, activities, etc., where close contact with others is likely.

Operational Best Practices/Safe Closing Protocols

- **Arriving to a Closing:** Guests are encouraged to use hand sanitizer and/or wash hands upon arrival.
- **Stagger/Split Closings:** Stagger closings (30 minutes) to minimize the number of customers in waiting rooms. Split buyer and seller closings.
- **Reduce Those at Closing:** Allow only signers to the transaction in the office. Ask agents and lenders to attend by conference call. Family and friends should be asked to respect the need for social distancing.
- **Reduce Time Needed in Office:** Use electronic and other means (mobile notary, eclosing platforms, Facetime, Skype, etc.) to perform as many functions as possible. Send papers in advance for review. Consider providing drive-thru services for anyone who has a small package to sign.
- **Symptomatic Clients:** Any guest who exhibits symptoms that may be like coronavirus (fever, cough, shortness of breath, etc.) must notify staff upon arrival so they can be escorted out of common areas into a private closing room.
- **Post-Closing Disinfecting:** After each closing, the chairs, table and door handle will be wiped down with disinfecting wipes or bleach solution.
- **Closing Table Items:** Remove pens, paper, extra reading glasses and other items normally found on the closing tables. Distribute new pens to each closing participant and don't reuse them.
- **Lobby Items:** Remove all reading materials, ceramic mugs and other re-usable items.
- **Children's Play Areas:** Remove children's play areas and place in storage.
- **Hand Sanitizer:** Provide hand sanitizer in closing spaces. If none is available, encourage employees and visitors to wash their hands before and after any closing or other meeting.
- **General Environmental Cleaning:** Cleaning personnel should use appropriate germ-killing solutions when cleaning office areas after-hours.
- **Social Distancing:** When possible, stay approximately six feet from others.
- **Developing Travel Protocols:** Issue guidelines for notifying management if employees have traveled recently or have travel planned in the coming weeks.

Subject:

Underwriting Bulletin



UNDERWRITING BULLETIN 2020-01

Date: March 19, 2020

To: AGENTS AND AFFILIATES OF TEXAN TITLE INSURANCE COMPANY

From: TEXAN TITLE INSURANCE COMPANY UNDERWRITING

RE: COVID-19 Effect on Recording Offices

The outbreak of the COVID-19 virus has pushed the title insurance industry into unprecedented territory. The industry will have to adapt and change its usual course of business to adapt to these times. Texan Title Insurance Company ("TTIC") is dedicated to creating strategies to navigate the complications that our agents face in the current market environment.

The use of Remote Online Notaries ("RON") will allow closings to continue and help to enforce mandated social distancing. We will address the use of RON in another bulletin. Even though the use of RON will allow closings to occur, there will be other hurdles that must be overcome before we can insure a transaction.

An issue that is likely to arise in the coming days is that some local government offices will close or have limited capacity. Of particular importance to our industry are the county clerks and tax offices of the respective counties where we issue policies. Below are our initial guidelines for some of the scenarios that might be encountered.

For all transactions, the following notice language must be included on Schedule C of the Title Insurance Commitment:

The Company reserves the right to make exceptions and requirements or determine that it will not issue a title policy based upon the details of the transaction, review of closing documents and changes in recording and title searching capabilities resulting from the closure of business and government offices as a result of the COVID-19 pandemic.

If a county office has closed, but the county will continue to accept electronic recordings, business can continue as usual if the county clerk will accept the recordation of your closing documents. Documents that need to be recorded, such as deeds, deeds of trust, and releases should be recorded in a timely fashion.

The closure of recording offices will also influence plant certification dates. Your title searches and update requests should be conducted to the most recent certification date available in your county. If you are unable to search any database necessary for your search (including the Real Property Records, Bankruptcy Indices, and Civil Records) you should make the appropriate exceptions on your commitment. If you are unable to access any of the vital

databases necessary for the production of your title commitment, the parties to the transaction should be advised that the closing should be postponed.

In the event that a recording office has closed and is unable to accept electronic recordings, TTIC will continue to insure transactions, subject to the following conditions:

1. All parties to the transaction (buyer/borrower, seller, and lender) must execute the Texan Title Insurance Gap Indemnity Agreement (a sample of which is attached). Said document will formalize the understanding of the parties that neither TTIC, nor its agents can provide any estimate of the date of recording of any title documents and that the policies will not be issued until such time as all payoffs have been remitted and all title documents filed of record. Closing instructions from the lender must be revised to allow the closing and funding of the transaction as set out herein.
2. The following requirement shall be included in Schedule C of the Title Commitment: "Execution of the Texan Title Insurance Gap Indemnity Agreement"
3. The transaction shall not be for a construction loan or an interim loan going into permanent financing.
4. The policy amount will not exceed \$3,000,000.00
5. Taxes must be current per the most recent tax certificate. Any delinquent tax issues should be addressed at closing.

Should you have any further questions regarding these requirements, please contact the Underwriting Department at TTIC.



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