



COVID-19 (CORONAVIRUS) RESPONSE PLAN
Updated 3/23/2020

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. Under Federal Government and New Mexico Department of Health guidelines, title companies, banks and real estate brokerage offices are deemed “essential businesses” and may remain open, subject to social distancing requirements and procedures required by the public health emergency.

Effective immediately, the following procedures are being implemented at Paramount Title in accordance with the “Public Health Order” issued on March 23, 2020 by Secretary Kunkel, current guidelines offered by the Centers for Disease Control and Prevention and the World Health Organization.

PRE-SETTLEMENT PROCEDURES

DOCUMENT REVIEW

We are utilizing internet and telephonic technologies to ensure that all parties have an ample opportunity to review all available closing documents in the privacy and safety of their homes prior to signing. An Escrow Officer will participate in this review via telephone or internet conferencing to answer questions prior to signing. Reviewing documents in advance of settlement will make the signing process with the notary safer and more efficient. Please note that 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 all clients e-mail or text a photo of their valid, government issued ID to their Escrow Officer prior to closing.

WELLNESS CHECK

For the health and safety of our staff and our community, if you have been diagnosed with COVID-19, have a pending test for COVID-19, have come in contact with someone who tested positive for COVID-19, are under quarantine by direction of a healthcare provider, have visited an area designated as high risk by the CDC in the past 14 days, or if you are showing cold or flu

symptoms or are sick, please contact us prior to appearing in person.

SETTLEMENT PROCEDURES

We are committed to protecting not only your property rights but also your health. To that end, we have two closing options available:

1. IN OUR OFFICE

You are welcome to attend your closing in person at our office. In order to provide you with the safest possible experience, we will conduct closings BY APPOINTMENT ONLY until further notice. Buyers, sellers, and borrowers will each be provided with a settlement room entirely to themselves where they can feel comfortable signing their documents. We will place the closing package in the conference room with signing indicators in order to maintain a safe space. All clients will be provided with a new pen, which should be discarded after signing or taken home with the person signing documents. If a client would prefer to use a personal pen, blue ink is required. We are cleaning our conference room between each signing as well as providing surface wipes, sanitizer, and gloves (when available) to all persons. Real estate agents, loan officers, family members (including children) and other individuals should refrain from attending closings to limit face-to-face interactions.

2. MOBILE NOTARY

If you would like to close your transaction from the comfort of your home, our mobile notary partner would be happy to travel to you to conduct the signing and notarization of documents. Please contact us for more information regarding this service.

OFFICE VISITS

Our office is now open by appointment only, and only signers attending settlement will be allowed access.

The procedures described above are effective immediately and will continue until further notice. We will update our procedures as necessary to comply with the most current public health guidelines and public health orders.

THANK YOU FOR PLACING YOUR TRUST IN PARAMOUNT TITLE.