



UPDATE

From Brendan Nolan, CEO

Tuesday, March 24, 2020

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.

We have implemented procedures across our companies following guidelines provided by the CDC and WHO, as well as per Gov. Wolf's mandates for a life-sustaining business. This fluid situation is constantly evolving, and our practices will evolve as necessary. We are committed to doing everything in our power to protect our clients, partners and team members while continuing to deliver superior title and settlement services.

Our Team

While our offices remain closed to the public until further notice, our entire team is set up to work remotely effectively and efficiently, and we are available to serve you via phone or email.

Title Commitments

Many Recorder of Deeds offices have closed to the public. Fortunately, in most counties our searchers can use online tools and resources to fulfill your title commitment. Having *Existing Owner Policies* in hand is more important than ever to shorten delivery times, so thank you for providing those when available. Additionally, should your Recorder of Deeds office close, we have confirmed that our underwriters will provide gap coverage to allow us to conduct closings.

1. Preparing for Closing

- In an effort to make the actual settlement event itself as short as possible, prior to closing we are contacting our clients by phone or digital conferencing to review a digital version of available documents.
- During this preliminary communication, we will also ask Buyers/Borrowers/Sellers to email or text photos of their driver's license so we have them before the closing. NOTE: The Notary will still expect to see each license at the closing.

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- In keeping with guidelines for social distancing and current safety practices, only those individuals who are parties to the agreement may be present at closing, and all who are present must maintain a safe distance apart.
- Where possible before the closing, we will FedEx documents directly to the Seller to be signed and notarized, then returned to us using the enclosed FedEx envelope. NOTE: If a notary is not available, please contact our office so we can help you make other arrangements.

2. Closing

- Current PA and NJ state regulations require that the Notary witness **in person** certain closing documents as they are signed and executed.
- As we get creative with our settings to provide safe closings—through a car window, through a glass door, in the open air 6 feet apart—our closing professional will conduct the closing from a safe distance.

3. Disbursement

- Once all good funds and all executed, notarized documents are received, Tohickon will disburse all transactions.
- We will deliver Seller proceeds and commission checks via wire or FedEx.

Remote Online Notarization, which alleviates the need for face-to-face meetings, is gaining traction in PA and NJ. Once the processes to implement this are worked out, it will allow Notaries to perform their notarial acts remotely using communication technology. Until that time, we are using outside Notary services to facilitate smooth closings.

Our commitment to you...

We are working around the clock to find solutions to make sure your closings come to fruition.

Thank you for your partnership and continued trust in our ability to insure and close your transactions.

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