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To our valued Clients and Customers,

As the novel coronavirus (COVID-19) continues to impact our communities in Northeast Ohio, we want to let you know what Allegiance Title Agency is doing to respond to this emergency and how we will remain available to take care of your title and escrow needs. The CDC and State of Ohio have requested that all small businesses have a plan of action to help curb the spread of the Coronavirus. Below is a list of items that we at Allegiance Title Agency have implemented, in order to fulfill our civic duty and try to protect our clients and staff from the spread of this virus.

We have designated a responsible party at each of our office locations to ensure the following steps are being taken:

- 1.** Our leadership team is in the process of completing our “off-site” strategy for staffing if the situation presents itself so that we can confidently handle the work for your clients. Several staff members at every office are already set up to work remotely and have the proper technology to execute well. We feel prepared.
- 2.** Our team is monitoring communication from all the local counties and governmental offices such as the County Recorder’s office for any notices, recording protocol changes, shut downs etc. If anything impactful to the process is identified, we will communicate immediately to anyone on an active pending transactions.
- 3.** All of our employees are first and foremost being directed to stay at home if they are feeling ill. When at work, they must use disinfectant wipes for all items at their personal work stations at a minimum of three times per day.
- 4.** Each morning all common areas are being wiped down with disinfectant wipes, including entrance door handles to our office and closing rooms, closing tables, and any surfaces people come in contact with in the closing or waiting rooms.
- 5.** Protocols for Closings are as follows:
  - As stated in the prior step, we are wiping down all surfaces after each closing we conduct; no exceptions. For surfaces that cannot be wiped due to being made of porous materials, an appropriate disinfectant spray will be used.

- In addition to all other precautions, we will limit the number of pens kept at our closing table and will encourage signers to take their individual pens with them, and will disinfect any pens that are left.
- We are providing hand sanitizer at the closing table and asking that everyone apply before starting the closing, and or go to the restroom and thoroughly wash hands.
- Scheduling of closings: We will not accommodate closing in public locations at this time (for example, places like Panera or public gathering places). We want to be able to control the environment to the best of our ability, meaning limiting the amount of contact with unrelated parties and surfaces we have no control over. We will furthermore ask that if any parties to the closing are not feeling well, they postpone or reschedule the closing.
- We will politely decline handshakes at this time, citing the protection of others.
- Lastly, these rules apply to all notaries who will be closing transactions for our office. Our staff is encouraging in-house closings as a preference, but continue to work with the client to meet in the safest locations possible.

We strive to maintain our high level of service during this challenging period. As we see the effect of this pandemic on other institutions, such as lenders, governmental agencies, and other companies that are key in the real estate transaction, it could slow down our process and we ask for your understanding and flexibility.

We cannot control all situations or every external parties' behavior and actions. However, we will do our part to help mitigate the impact to you and your clients as well as our elderly and vulnerable populations. If you have questions about our protocol, please feel free to contact our Chief Operating Officer, Craig Anderson on his cell phone (330) 606-1959 or via email [craig@kingdomtitle.net](mailto:craig@kingdomtitle.net).

Sincerely,



**Brian Moore**  
President and Managing Member