



# CHICAGO TITLE INSURANCE COMPANY

NATIONAL COMMERCIAL SERVICES | CHICAGO

## TAKING ACTION AGAINST COVID-19

**March 23, 2020**

In these uncertain times, please know that you can continue to rely on Chicago Title Insurance Company - National Commercial Services | Chicago for all of your Title Insurance and Escrow needs. We are providing an update on the latest developments regarding COVID-19 since our previous communication on March 17, 2020, which you can find [here](#).

Illinois Governor J.B. Pritzker announced a statewide stay-at-home [Order](#) aimed at stopping the spread of Coronavirus. The Order began at 5 p.m., Saturday, March 21, and continues through Tuesday, April 7. Chicago Title Insurance Company was deemed an Essential Business under the Order. We want to highlight the ways in which this may impact services from our office.

Currently, most of our staff are working remotely and are fully functional. We will continue to offer all of our services and expertly handle all of our customers' transactional requests. Please note the following regarding commercial or residential real estate transactions:

- **EARNEST MONEY/JOINT ORDERS** - We ask that all earnest money be sent via overnight mail or wire transfer. We will gladly provide overnight labels. Please call your Escrow Officer or Account Manager for additional information. Our office is currently closed to the public for the health and safety of our staff and customers.
- **SEARCHING & TITLE PRODUCTION** - We will continue to provide all of the title products you are accustomed to receiving. In jurisdictions where various government offices are closed, the ability to provide title information can be impacted, which includes property searches, name searches, court case searches, and tax/assessment information. We recommend reaching out to your contact at Chicago Title to discuss options for your transactions. When placing new orders please remember that any prior title work is always helpful and can assist greatly in the production of your title products.
- **ESCROW SERVICES & CLOSINGS** - We will continue to provide these services throughout the duration of the Governor's Order. Escrow closings will be done as mail-in transactions.
- **GAP COVERAGE** - As we always have, we will continue to offer Gap Coverage for transactions, as requested, subject to certain exceptions. As you might be aware, there are areas where government offices are closed. These closures can affect the gap searching period. We ask that you discuss how this may impact any transactional requests with your Chicago Title Representative.
- **CONSTRUCTION ESCROW SERVICES** - We will continue to provide Construction Escrow Services throughout the duration of the Governor's Order. Customers should send draw documentation by mail or overnight delivery, with a copy provided to the Construction Escrow Officer by email.
- **COUNTY RECORDING OFFICES** - Many states' county recording offices have been and continue to be impacted by COVID-19. Please refer to the ALTA spreadsheet on their website ([alta.org](http://alta.org)) or [Simplifile](#) for additional up-to-date, county-by-county information.
- **CHICAGO TITLE WEBSITE** - You can also find additional information on our website: [ChicagoNCS.CTIC.com](http://ChicagoNCS.CTIC.com)

We are closely monitoring this pandemic and you are encouraged to contact our office with any concerns or questions related to your transactions. We will continue to work diligently with you to make sure your transactions are handled with the utmost professionalism and with security measures at the forefront of each deal.

We are committed to remaining operational while keeping the health and safety of our employees and customers a priority. We are well positioned to handle all customers' transactional needs. We appreciate your understanding and value your ongoing trust. We will continue to update you on new developments.

Warm Regards,  
Michael J. Lisanti  
Senior Vice President  
Manager of NCS Chicago



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*March 17, 2020*

As so many of you are aware, we at Chicago Title Insurance Company - National Commercial Services | Chicago are closely monitoring the latest developments regarding COVID-19 (Coronavirus) in the United States and abroad to help ensure the health and safety of our employees, business partners, and the consumers we serve every day. We also recognize that you are relying upon our ability to continue to provide Title Insurance and Escrow Services, even during these uncertain times.

One of the core precepts of our Company is “bias for action” and, as such, we have provided new guidelines for each of our offices related to the best practices needed in keeping our workplaces and closing rooms as safe as possible for all employees and visitors. These guidelines follow current recommendations from the U.S. Centers for Disease Control and Prevention (CDC). In addition, our local management is in constant communication with our local employees on ways to reinforce our health and safety standards and sanitization procedures as more information about COVID-19 develops.

Here are a few more examples of the practices and policies we have implemented in our effort to be vigilant during this unprecedented global pandemic:

- Our Business Continuity Office is actively engaged and the central point of contact for each of our local operations as they require support in addressing COVID-19 related issues.
- We are tracking CDC guidance for employers and businesses, along with other federal, state, and local directives or advisories related to confirmed diagnoses, travel limitations, and school or other closures.
- Hand sanitizer and cleaning products are being offered to employees and visitors in our offices, as these products remain available.
- Local offices have been asked not to share pens, and we are providing new pens to all of our customers for signatures at closing.
- Reminders related to personal and workplace hygiene and recognizing virus symptoms are regularly circulated to employees and posted on the Company’s intranet site.
- All employees who are exhibiting signs of illness have been directed to stay home.
- Employees have been advised to avoid travel to any affected areas and any non-essential air travel or other forms of public transportation.
- We have postponed or cancelled upcoming events, conferences or meetings, and asked our employees to use web-based meeting tools, video or telephone conferences instead, when available.
- Local management received specific guidance regarding employees returning to offices after travel or diagnosis with or direct exposure to COVID-19.
- We have evaluated our networks and software to ensure that they will support large-scale remote access, if necessary, and verified that all essential employees will have the equipment and resources they need to work from home.

We remain committed to serving your needs and those of our employees throughout this global health crisis, and would like to express our gratitude for your continued trust in all of us here at Chicago Title Insurance Company - National Commercial Services | Chicago.

Sincerely,  
Michael J. Lisanti  
Senior Vice President  
Manager of NCS Chicago