

To Our Valued Clients,

We wanted to reach out today and assure you that we are monitoring the coronavirus (COVID-19) situation closely and are working to ensure we meet the needs of our customers as well as provide for the health and safety of our employees.

We realize this health situation has already been disruptive to many businesses across the globe and wanted to share facts about what we're doing to support both our customers and employees.

To ensure our customers' businesses are supported we have taken specific steps as part of our business continuity plan. These steps include:

- Encouraging some of our employees to work from home or from a remote location. You will continue to receive excellent stability and support.
- Alternating and staggering dates and times of employees working in the home office. We will continue to have staff answering the telephones and responding to your needs.
- Responses from employees may be in the form of e-mail or telephone calls from their homes or remote locations.
- East Coast Title will remain in close contact with clients and vendors to stay informed of developments and the impact they have on our mutual business operations.

As a company proudly serving the small business community, we know how critical it is to be in touch with you & others involved in all transactions. We can be in constant communication thru phones, email & our website.

We are open for business & here for you as always.

For your records we have attached an updated list of all employees with email addresses & extensions.

Our goal is to continue the level of customer service & responsiveness you've been accustomed to from our team here at East Coast Title Agency.

As the situation evolves, know we will be investing in our capabilities, equipment and support and reacting in real-time to make sure we are here supporting our customers through this.

Best Regards,

Odette Andrew

President

East Coast Title Agency

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