



Agency Bulletin: 2020-02

Date: March 16, 2020

To: All Agent

From: Chris Phillips, CEO

RE: First National Title's Response to the COVID-19 Virus

Dear Agent:

First National Title Insurance Company's (FNTI) first concern is the safety and security of our employees and clients. We are monitoring the daily announcements and potential impact of the Coronavirus (COVID-19) and wanted to inform you about our plans and procedures. FNTI has a Business Continuity Plan in place. We are prepared to have our staff work remotely as a precaution to limit our personal interactions, or if there is a national quarantine declared. We have suspended all non-essential travel and will conduct business via phone and e-mails. I can assure you that our underwriting counsels, marketing team, support staff, and corporate staff are all available to answer your questions and provide the service and solutions you have come to expect from FNTI.

We are in the process of getting our TREC educational programs approved for "distance" education. This will allow you to maintain your relationships with your Realtor partners and provide the CE classes they are expecting. Our on-line solution will be available soon. April Roberts, our director of education & training, will be announcing the details later this week.

As we all navigate these uncharted waters, please know that the FNTI staff is cautiously optimistic and hopeful that the impact of this virus will not be long term. We will keep you advised of any changes to the plans mentioned above. FNTI is here to help you in any way we can and are prepared to weather this storm for as long as it takes.

If you have any questions or concerns, please let me know. Thank you for your support and please be careful out there