

COVID-19



UPDATE TO OUR CUSTOMERS - 3.23.2020

TPI is here to serve our customers through this health crisis. In order to protect those in our communities we are following CDC guidelines as well as information from our underwriters and others. Here's what we are doing to help you stay safe:

- Our offices remain open, functioning, and staffed but please make an appointment before stopping by to promote social distancing. As always, we welcome email and phone calls.
- Sanitizers, gloves, disinfectants, soaps and other supplies are stocked at each location as available. Cleaning measures have increased.
- We encourage mail-away transactions when approved by the lender.
- We recommend utilizing powers of attorney when approved by the lender to reduce the number of individuals that have to attend closings. Our attorneys have agreed to prepare these at no charge through March 30, 2020.
- Weather permitting, some closers may offer "curb-side" closings, where a closer can meet you in the office parking lot and witness signing through the car window. Explanation of documents may even be done telephonically.
- Courthouses across our footprint are closing to the public. Our searchers utilize in office searching capabilities such as tract indexes or online searching access wherever possible. Closers may need to utilize affidavits sent by our underwriters and overnight documents for recording, but they are making closings happen despite the circumstances. Please know that delays may occur but we are striving daily to provide the best customer service possible.
- We have postponed face-to-face marketing and other gatherings of 10 or more people but we can't wait to celebrate with you again soon!