

# WFG Policy Update - 3/20/2020

In an effort to protect our employees, you and your families, WFG has put in place the following policies to ensure the cleanliness of our offices as well as minimize exposure through how people access our offices and implemented technology options that help people facilitate the bulk of their transaction virtually.

## Office Entry Protocol

WFG offices are by appointment only and are otherwise closed to the public.

Only the principals to the transaction may attend signings (for our valued realtor and lender partners we can video conference you in if you'd like to be present).

Upon arrival to our offices, please contact the phone number listed on the door for entry.

WFG has implemented a health screening process in accordance with the National Notary Association (we may politely decline to continue a signing if someone exhibits symptoms).

WFG employees will practice acceptable social distancing practices by avoiding contact and remaining at a safe distance.

## Clean Office Protocol

WFG has conducted "deep cleanings" of all our closing locations.

Closings will take place in designated "clean conference rooms" or other clean designated locations.

Closings rooms will be wiped down prior to and at the conclusion of each signing.

WFG has hand sanitizer available and will use single-use pens, cups and water bottles.

## Efficient & Clean Signing Protocol

### Pre Signing:

WFG has the ability to wire in earnest money to our branch locations.

We offer video conference consultations prior to your designated signing time.

Our employees can help you virtually sign eligible documents before your arrival.

If you are uncomfortable attending a signing in a WFG office, alternative methods will be offered such as mobile notary services when available.

### During Signing:

We ask that each principal use hand sanitizer prior to their signing.

Principals will be offered single-use, fresh pens to sign their documents.

WFG employees will follow the best practices for social distancing during the closing.

We have no intention of rushing you out our door; please ask any and all questions you may have about the signing.

