

To our valued clients,

Our number one concern is still the health and safety of our team members and clients. We are continually monitoring the situation surrounding COVID-19 (the Coronavirus) and following the procedures and guidelines as outlined by the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO) as well as state and local government. We hope you find the information below informative and that it addresses your questions and concerns.

In effort to comply with the safe recommendations, as well as Georgia Governor Kemp's statewide shelter in place action, we have implemented the following practices for our real estate closings:

Buyers:

- Cash Buyers will complete their closing documents electronically with DocuSign.
- Should they choose, Buyers with financing may come to one of our locations and sign their documents while adhering to the in-office procedures listed below. Masks must be worn by everyone who comes into our offices.
- For Buyers with financing that prefer not to physically attend closing, we offer a mail-away closing option with an Attorney attending via Zoom conference (at no additional fee). This option only applies to buyers in the state of Georgia, with lender approval, and is only available until October 10th, 2020 (per the Governor's Executive Order).
 - For Buyers with the appropriate printing capabilities, we can email the closing package for printing and execution at your location.
 - For those who do not have adequate printing capability, we will coordinate with your lender to get your closing package early enough to FedEx the closing documents to your location, or order the documents printed to the nearest FedEx close to your location.
 - Please note, the closing is not complete, and funding will not occur, until all original documents are received by our office.
- We still offer traditional mail away or power of attorney alternative closings options as well. There will be a small fee for our remote notary if you choose a true mail away closing, and one of our attorneys will go over the documents with you on a phone call.

Sellers:

- We request that all sellers take advantage of mail-away closings in lieu of coming to our offices. We send you the documents electronically to print and execute in front of a witness and notary. FedEx, UPS, and banks are great locations for mail-away closings. There is a minimal fee for the mailing label with this option.
- Audio-video closings are also option for Sellers in the state of Georgia (only available until October 10th, 2020, per the Governor's Executive Order). These will require the seller to have access to a web camera with audio abilities, a blue ink pen, and potentially a printer with ability to print letter and legal-sized paper (although our goal is to send you the documents to be executed).
- Please note, the closing is not complete, and funding will not occur, until all original documents are received by our office.

- Should they choose, Sellers may come to one of our locations and sign their documents while adhering to the in-office procedures listed below. Available offices are Athens Area (Watkinsville), Atlanta, Braselton, Cobb, Cumming, Commerce, Gwinnett (Lawrenceville), Fayetteville, and Kennesaw. Masks must be worn by everyone who comes into our offices.
- We still offer traditional mail away or power of attorney alternative closings options as well. There will be a small fee for our remote notary if you choose a true mail away closing, and one of our attorneys can go over the documents with you on a phone call.

Agents:

- We request that you attend closing with your clients via video or audio call during the closing.
- We are now inviting agents to attend closings as long as they maintain social distancing and wear a mask.
- If you wish to come to the office to pick up checks, you may certainly do so; however, we can also wire your commission if your broker allows it or mail checks to you and/or your broker.
- We will scan a fully executed ALTA to you once the closing is completed.

The following policies and procedures have been put in place at all of our offices:

- All who enter our office will be required to wear a mask, which we can provide if needed.
- We encourage social distancing in our lobby and conference rooms.
- We will deny access to guests who create higher risks.
- All communal snacks and candy have been removed from the lobby and conference rooms.
- Coffee will be served in disposable coffee cups.
- Frequent cleaning of our lobby and conference rooms will be done before and after each closing including the wiping down of all surfaces.
- At the beginning of their closing, clients will be provided a blue ink pen to keep.
- All doors to our conference rooms will be left open to make the entry and exit hands-free.
- All our offices are a handshake- free zone.
- Hand sanitizer and tissues are available in our lobby and each closing room.
- Each employee of PLG has been instructed to follow the CDC's & WHO's steps to preventing illness including, but not limited to, frequent hand washing, covering coughs and sneezes with their elbow, disinfecting their workspace frequently and avoiding contact with their face.

As always, we will also try to accommodate any special requests and unique scenarios on a case by case basis. These are extraordinary circumstances we're living in and we appreciate your continued partnership, support, and understanding as we navigate these uncertain times.

We are available to answer any questions you may have about the details you've read above or discuss your transaction specifically. For current transactions, you can e-mail your designated Pre-Closer or Closer with any logistical questions.

Thank you for trusting our team.