



Update: March 18, 2020

A Message From TransferEASE Regarding COVID-19

To Our Customers,

During these unprecedented times, we want to assure you that TransferEASE has taken the necessary steps to ensure continuity of services.

- We have instated a primarily work-from-home model. TransferEASE has prepared for this type of threat by selecting equipment and access methods that allow our staff to work remotely with ease, and without compromising security. Our network is appropriately hardened at its edges, and accessing it requires two-factor authentication. We are prepared to continue delivering services in this manner indefinitely.
- For employees accessing the office, we are scheduling those times to ensure the number of concurrent visits is very low.
- We are sanitizing the commonly touched surfaces in the office regularly. This was already done twice daily before this past Friday, at which time we instituted the primarily work from home model.
- We had instituted the 14-day-self-isolation protocol before it was mandated by the Canadian government. This is being observed by all TransferEASE employees who have returned from international travel since March 13, 2020.
- We have asked employees to report any symptoms, tests and positive diagnosis of COVID-19. To date, we have no reports.
- We have asked our suppliers to report any risk to their availability to deliver services. We will advise of any report of this kind.

TransferEASE believes that we are well prepared to continue with services through this trying time. We will continue to keep you updated of any threats to continuity.

Update, March 16th

Based on the Canadian Federal Government's decision to close our borders to foreign nationals, it appears that relocations into Canada from locations other than the US will not be able to be processed at this time. We are investigating the exceptions that are being made to this mandate and will report back to you if there are any changes to this stance.

At this time, we would recommend that you put your cross-border relocations on hold if possible, at least for visits to and from the new location. Activities not requiring physical travel can continue without interruption.

Update, March 18th

We have had some appraisers report the suspension of their services until further notice in areas, the largest centre which this has happened in is Montreal (Mercier, in particular). At this time, these reports

are not jeopardizing our ability to deliver services with appraisal requirements, as there are enough additional appraisers servicing these areas to fulfill the demand.

Update, March 19th

We have been notified of the following updates regarding availability of supply chain:

One of the Vancouver area law firms that is used for real estate conveyancing, Richards Buell & Sutton, is closing their physical office for 2 weeks. We have no closings with this firm during this period and have asked for clarification as to whether this closure will impact service delivery or if they are operating remotely and will advise.

United Van Lines has advised us that most of their members have phased out in home surveys as a precaution against the spread of the virus, and is using phone and/or videoconferencing surveys instead for the time being. It is expected that UVL and other movers will stop doing in home surveys entirely in the near future, until such time that it is deemed to be safe to resume them

Update, March 20th

We are seeing appraisers start to take precautions when completing appraisals, which include protections for the appraisers such as masks and gloves but may also require steps from home owners such as either leaving the home during the appraisal or isolating themselves to one portion of the home during the appraisal. There may also be surveys from the appraisers regarding the home owner's exposure, such as whether they are currently in any form of isolation which would put the appraisers at greater risk. We ask that our clients encourage their employees to comply with reasonable requests and help those professionals who will enter their homes during the relocation process to stay safe in doing their jobs.

We are also being notified from multiple sources that the real estate markets are beginning to feel the effects of this pandemic in the form of considerably reduced market activity.

Update, March 23rd

The government of Ontario has mandated the closure of non-essential businesses in Ontario for 2 weeks. TransferEASE is prepared to utilize a full work-from-home model if that is permitted. We are awaiting word from the Government on the list of essential businesses that are permitted to continue operating. We will provide an update when that is available.

Update, March 25th

We are receiving notices from many appraisal firms across the country of various restrictions, modifications or suspensions of their services. We believe that appraisal services are still available in all locations across Canada even with the suspension of some firms' services. We may require some flexibility in the manner in which service is delivered such as: allowing drive-by appraisals, employees assisting appraisers by avoiding being home or isolating themselves to one part of the home during appraisals, assisting the appraiser with home information such as measurements, interior pictures or a video-walkthrough using a teleconferencing solution (FaceTime, WhatsApp, Facebook Messenger, etc.). We appreciate any assistance that our clients and their employees are able to provide to facilitate this service during the pandemic.

Thank you,

Kyle Nelson

President
