

## Mark Ayton

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**From:** Mark Ayton  
**Sent:** Monday, March 16, 2020 10:16 AM  
**To:** Mark Ayton  
**Subject:** AXIS Service Update on COVID-19 Mitigation to Our Clients

As information related to COVID-19 updates, impacts and mitigation responses continue to be disseminated by governments, industry, news, and feedback from the general public, AXIS wishes to engage and encourage communication and transparency among our employees, panels and clients, and their borrowers, in turn.

We anticipate this situation to persist and evolve over the next weeks and months. AXIS encourages outreach from our peers and clients to address and clarify concerns and considerations. Low-rate market conditions and pandemic influences are expected to stress service levels and turn times, and AXIS intends to communicate these conditions and impacts to allow our clients to plan & set expectations accordingly.

AXIS is currently seeing no COVID-19 related impacts to capacity or execution separate from historically low market rate influences on capacity and turn time. Internally, the pandemic's impact is mitigated with our existing continuity and recovery plans outlined in our policy and procedure. Practically, this means actions currently include but are not limited to:

**AXIS Team Remote Work:** AXIS maintains both local and remote employee models. Currently, employees have options to engage off-site. Off-site work is implemented with hardware and software supply and support administered through AXIS with careful consideration of security and data integrity and closely monitored processes to maintain client/borrower information integrity.

**AXIS Fail-Over Planning:** In case of staff infections that impact work execution, we have prior-planned roll-over staff and locations, hardware and human redundancies, role flexibility and cross-over to accommodate short and long term changes to staff availability.

**4th Level Vendor Support & Diligence:** AXIS engages multiple vendors and partners for redundancy and load leveling to allow flexibility should resources by any single vendor be impacted and affect service levels. Communication with panel members related to best practices towards health and transmission considerations are proactive and ongoing. Load leveling, reallocation, rapid responses to changes in availability are key considerations to mitigate service impacts related to panel readiness and illness. AXIS is also maintaining consistent and ongoing contact with vendors and engage in reciprocal notifications of updates, changes, and revisions of "Best Practices" as event warrant.

**Ongoing Communication with Our National Panel:** Most appraisers are receiving and asking the same questions your borrowers are likely asking you. AXIS is facilitating "best practice" information from the CDC and local health authorities. We anticipate borrower fear and concern to compound volume and capacity issues currently seen with the historically low rate environment. We'll be communicating with our clients separately on ongoing fee and turn time expectations as the market continues to see impact related to capacity.

**Multiple Client Communication Channels:** AXIS maintains multiple client contacts across sales and operations to ensure flexible and nimble communication should client personnel be affected, and regular-channel communication be disrupted.

**Travel Curtailment:** Local and national travel has been curtailed in efforts to minimize exposure. AXIS supports alternative telepresence options for client and panel support and communication to minimize opportunities for transmission.

**Ongoing Monitoring of Health Authority Updates:** AXIS engages daily tracking of publications by WHO, CDC and local health authorities for alerts, recommendations and education related to the outbreak. We disseminate current and factual information to our staff and panel related to best practices and advice to minimize transmission and exposure. AXIS also actively works to connect staff and panel to proximate & local resources for related updates and guidance.

We may be reached at [info@axis-amc.com](mailto:info@axis-amc.com) or through your service team representatives.



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