



To our valued panel -

Our combined roles in the home financing process place us in a unique position to interact with many people in our daily work. It's reasonable to expect ongoing questions and commentary from homeowners, agents, loan officers and lenders about what actions we're collectively taking to minimize the chances of being a part of the transmission chain. It's also expected we'll be dealing with fear and uncertainty, some of which may be based on incomplete or incorrect information. Other considerations may change as we learn more about this novel pathogen.

For now, we respectfully offer the following items to consider and make part of your engagement with AXIS and our collective partners and stakeholders. These items are intended to be general expectations consistent with **current recommendations of the CDC** and local health authorities:

- Perhaps most importantly, take care of yourself, your family and friends with general health conservation of good diet, exercise, and sleep. Take basic precautions for personal protections as you would for any airborne contagion like flu and measles.
- Communicate and engage in care quickly if you have any respiratory symptom (coughing, sneezing, and/or fever)
- Self-isolate and post as "out of office" to the AXIS panel if you exhibit upper respiratory symptoms or fever
- Do not engage in inspections if you are exhibiting respiratory symptoms and/or fever & communicate early for order reassignments or notifications of delays.
- Respectfully decline to shake hands with agents and homeowners.
- Bring (and use) hand sanitizer. Wash hands frequently **according to CDC guidance**
- Have gloves ready if homeowners prefer they be used.
- Honor homeowner requests to wear foot protection & mask if the homeowner provides them.

Given the current low availability of effective N95 masks and health authority requests to

minimize mask use in healthy populations and the general ineffectiveness of booties on the transmission vectors, we are declining to recommend these for inspections unless the homeowner requests use, but we do suggest having them on hand if possible.

In short, please recognize that people are being driven by fear that is fueled by conflicting information and the invisible nature of the potential threat. Be patient and respectful of them even in the face of what might seem to be irrational requests. And be careful out there.

We expect this situation to change as more information and guidance becomes available. Please feel free to communicate with AXIS on related concerns at info@axis-amc.com



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