

Thank you for your patience during COVID-19

The health and safety of our customers and our team is our number one priority. That's why layers of protection are in place at every touchpoint of your journey, from beginning to end. Below is a brief update on steps we are taking to care for you and what you can expect when coming into one of our offices.

1.



Call our office when you arrive. Our team will then let you know if we are ready for you to come in, or if we need you to wait in your car until the lobby and closing rooms have cleared.

If you have a fever, or any flu like symptoms, you are not permitted to attend closing and will be asked to reschedule.

2.



We ask everyone entering the building to maintain physical distance. You may see signs as you enter the building, in elevator lobbies, or restrooms to this effect.

There will be assigned seat designations in the closing room.

We always want you to feel welcome but, as we are following CDC recommendations, we have asked our team to avoid handshakes as a way of greeting. Please understand this is not meant to be discourteous but is in the best interest of you and our team.

3.



We have hand sanitizer readily available for your use when you enter the office.

All OS National employees and vendors will wear a mask during our interaction with you. We are requesting all customers wear one as well and we will provide you one if necessary.

Only parties who must sign documents in person are to attend the closing. If you need to bring children, please send one adult in at a time to sign.

4.



We have worked with each building's property manager to ensure the cleaning services are addressing the coronavirus spread. The daily cleaning of our offices with these service providers has expanded using the most effective anti-microbial products in bathroom areas and high-touch surfaces.

Closing rooms, including chairs and tables, are sanitized between each signing.

Taking care of our customers is at the heart of everything we do, and our entire team is committed to your safety. We appreciate your trust in OS National during this difficult time.

*Supplies of hand sanitizer, masks, and gloves may be subject to limitations beyond our control but we will do our best to make these available.