

Dear Florsheim Family,

March 18, 2020

At Florsheim Homes, our number one priority is the safety and well-being of our Customers, Trade Partners and Employees, and we are committed to maintaining a healthy environment. In light of the recent everchanging news and guidelines on the COVID-19 health pandemic, we continue to be very proactive and take the necessary precautionary measures and protocols. To date, the impact on the overall housing industry has been minimal, but we are not relying on that to continue. With that being said, we are informing you of the following:

- ***Florsheim Homes remains open for business***, some work may be done remotely, some work may be accomplished with the use of technology. Otherwise, when in person work is needed (i.e. construction, inspections, etc.) we are sure to practice social distancing and following recommended sanitizing guidelines.
- Effective immediately, all ***Florsheim Homes Sales Offices will be open by appointment only*** and will be minimally staffed during business hours. We will revisit this and determine the status on April 1, 2020 or earlier if circumstances dictate. In addition to scheduled appointments, our Sales Team will still be available via phone, text or email to answer questions or service your needs.
- ***Low Voltage and Décor appointments*** are scheduled to continue and will also be by appointment only (or you will be given the option to do them remotely online or by phone) and in some cases delay them until absolutely necessary to keep the schedule on your home. Our trade partners at Interior Logic Group (Décor) and Arvin Home Systems (Low Voltage) will be continuing to provide the exemplary service that you are used to.
- ***Home construction is continuing*** on all of our projects; to date we have seen no interruption in our supply chain, City inspections or a lack of skilled labor. We monitor this daily and could have some delays in the near future, but have yet to experience any.
- Old Republic Title Company (ORTC) continues to prepare all of your closing documents, collect deposit checks and contracts, etc. When it's time to close escrow on your home, ***ORTC or our Sales Team, will schedule a mobile signor*** to accommodate your signings at one of our sales offices or another location if necessary.
- ***Close of Escrow on your new home will continue as scheduled.*** We are working closely with our Preferred Lenders and the City or County to ensure that we keep moving forward with construction and close of escrow on your home. Should there be a delay in the future, we will work with our Customers and Lenders to handle any stoppages or delays and adjust the close of escrow. If in fact your loan, home completion or job situation changes, let us know as soon as possible and we will work together to come up with the best solution. We will work with all of our Customers to help minimize the impacts of our current situation.
- ***Customer Service appointments will be rescheduled beginning on April 13, 2020*** and thereafter. If there is a request that requires immediate attention, we will handle those on a case by case basis with our Customers. Please be assured that we will take care of your outstanding service request.

With record low mortgage rates, we continue to receive sales inquiries. Buying a home is a long-term investment and is not as severely affected by the day-to-day changes in the economy, as we are witnessing in the stock market. Financial markets are adjusting daily to the changing scenarios and regulations. As part of the Florsheim Homes Family, please stay safe and feel free to keep in touch with any of our Florsheim Homes Sales Team. As you know, we pride ourselves on being sensitive to our Customers and the market. So, if there is anything we can help you with, please let us know.

Sincerely,

The Florsheim Homes Team