



**BERKSHIRE
HATHAWAY** | New Jersey
HomeServices Properties

March 19, 2020

Dear Berkshire Hathaway HomeServices New Jersey Properties Buyer Client:

As a company, our top priority continues to be the safety and health of our agents, employees, and clients. Because coronavirus (Covid-19) has continued to spread to areas throughout our market area, I wanted to update you personally on the steps we are taking to ensure your safety and a successful real estate transaction. This week, we moved all employees and sales agents to a “work from home” program in order to better contain the virus. The timing of our new technology platforms could not have been any better. We launched the MoxiWorks suite of services over a course of 4 months starting last October and completed the transition in mid-February. Our new technology tools are geared towards a better client experience when working with our sales professionals.

We are still open for business and fully prepared to service all of your buying needs. The main challenge during this interim period is that we recognize that there is limited access to many listed properties and most, if not all of the public open houses have been cancelled for the time being. As an alternative, our team is prepared to provide to you virtual tours of listed homes and “screen share” remote sessions to view the MLS content that we have access to 24/7 right in the comfort of your own home.

There are tremendous buying opportunities due to historical low mortgage interest rates and we have been in constant touch with our mortgage partner, Prosperity Home Mortgage about all that they are doing to insure a smooth transaction. Prosperity has numerous programs designed to help you secure the home of your dreams as well as make sure you get the financing needed to complete the transaction. Ask your BHHSNJ sales professional about the Mortgage guarantee only available through Prosperity Home Mortgage and BHHSNJ. Our Title Insurance partner, Associated Title has anticipated some potential challenges in obtaining searches in selected counties and they are communicating with us daily as to any potential impact.

Now more than ever, you need a “trusted advisor” and we are confident that our team of sales professionals can guide you through these unsettling times. We have instituted a daily Zoom Video meeting with our entire management team to discuss any challenges and brainstorm solutions daily. We are committed to riding out the storm and being here for you as needed.

With information regarding coronavirus rapidly changing, please know that we will continue to monitor the situation and adjust our course of action as needed to support your needs, as well as to minimize business disruption.

Thank you for placing your trust and confidence with our Sales Professionals at Berkshire Hathaway HomeServices New Jersey Properties.

Yours truly,

A handwritten signature in black ink, appearing to read 'W. O. Keleher, Jr.' with a stylized flourish at the end.

William O. Keleher, Jr.
Chairman & CEO