

WHOLESALE BULLETIN

IMPORTANT INFORMATION: PLEASE READ IMMEDIATELY

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20W-027

Attention: AEs, Business Development Managers & Mortgage Brokers

March 18, 2020

Please take a moment to read the important information contained in this bulletin.

Included in this Bulletin: Appraisal Delays Due to COVID-19

Mortgage Works ensures business continuity:

Due to the increasing confirmed cases of COVID-19 in the U.S., Mortgage Works LLC has proactively implemented our Business Continuity Plan. Accordingly, our customer support and quality specialists are already set up and successfully working from home. This will ensure that our team members and communities are safe. It also mitigates the risk to our daily operations and ensures we are able to deliver sustained service to our customers.

Mandated self-quarantine may cause delays:

Appraisers and homeowners who have or have not been in contact with COVID-19 are under self-quarantine. California, and other states to soon follow, issued a mandatory [self-quarantine](#) for members of the community who are age 65 and older. Please be aware that this will impact many appraisers who will no longer be able to complete inspections—either because of their age or the age of one or more residents living at the property to be inspected. We will communicate issues as they arise and reassign orders as quickly as possible.

Orders in certain counties are on hold:

In response to the spread of COVID-19 cases in the state of California, a legal order has been issued prohibiting non-essential business for the following counties: **Alameda, Contra Costa, Marin, San Francisco, San Mateo, Santa Clara, Santa Cruz, San Benito, Monterey, and the City of Berkeley** which has its own public health division. Unfortunately, all appraisal orders that have not yet been inspected will temporarily be placed ON HOLD.

Mortgage Works LLC, will continue to communicate any added delays or developments with respect to the impact of the COVID-19 virus on appraisal inspections and reporting.

We recommend that you keep your clients educated and set realistic expectations in regard to turn times, fees, and logistics. We will do the same for you! Together, we can maintain a great customer experience by ensuring everyone is informed, adaptable, and communicating along the way!

If any further assistance is needed regarding this communication, please feel free to contact the AMC at: 909-793-1500 ext. 716 or email us at: appraisals@mortgageworksamc.com

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