

PANDEMIC EMERGENCY REAL PROPERTY INSPECTION PROTOCOL

16 March 2020

In response to the present Novel Coronavirus (COVID-19) Pandemic, the following Protocol is established for the safety of our customers, vendors and employees. While Citi's Appraisal Guidelines require a property inspection by the appraiser, this strict standard will be modified to provide flexibility in order to keep the property inspectors and our customers safe. The following sets forth concepts that may be applied, but in all cases local health authorities rules and recommendations, as well as personal judgment, must be applied.

- I. *If the appraiser believes that the property must be fully inspected in order to produce a credible estimate of Market Value, the assignment should be put On-Hold and your Citi contact should be immediately notified of the delay. While this may cause delays in closings for Citi's customer, our Transactor will manage their clients' expectations. This decision may be made at any time at the appraiser's discretion.*

Alternatives to Appraiser Inspections

The appraiser may determine that one or more of the following alternatives provide sufficient reliability for a credible Market Value conclusion:

- II. *A recent property inspection report performed by a qualified individual(s) such as an engineer, architect, general contractor, etc.*
- III. *Reliance on other publically available documents and digital media, including those used in marketing a property for sale or lease.*
- IV. *An exterior inspection without making any personal contact.*
 - o *The "Property Contact" should be notified that the exterior of the property will be photographed by the appraiser.*
 - o *The appraiser is not required to go on-site for the exterior inspection or photographs.*
 - o *The appraiser should request that the Property Contact arrange for interior digital photographs to be taken by an individual who is currently on-site (such as an owner, tenant or property manager). The photographs should be forwarded to the appraiser for inclusion in the appraisal report.*
- V. *The appraiser may request that the Property Contact arrange for a "virtual inspection" via a live stream video call with an individual who is currently on-site.*
 - o *Cell phone cameras may be used along with an applications such as Skype.*

This Protocol will remain in place until further notice and maybe modified from time to time with notice of revisions.