**COVID-19 FAQ**

**New Jersey
Version Date: 03/19/2021**

**Who is allowed in the office?**
While in the office, all employees, agents and visitors must practice social distancing per [CDC guidelines](https://www.cdc.gov/coronavirus/2019-ncov/infection-control/control-recommendations.html).

Anyone recently experiencing symptoms of COVID-19 should not come into the office, should not interact with the public, and should take precautions in accordance with CDC guidelines. Anyone accessing our offices may be asked about their health status. Client capacity is limited to 25 persons.

We expect our agents and employees to monitor their own health and follow CDC guidelines, and if requested due to state and/or local mandates, report results to their managers (such as temperature).

**Are individuals required to wear face coverings?**
If you must visit an office, please take precautions before your visit and follow this set of [Best Practices.](https://backend.mycbdesk.com/content-store/document-file/3242)  We require all of our employees and agents to wear face coverings at all times when visiting a Coldwell Banker office. This policy will also apply to any visitors to our U.S. offices, including clients and vendors, all of whom we will notify either through separate communications or door signage.

In addition to our office policies, we also expect employees and agents to wear face coverings when conducting business outside of our offices (such as interacting with customers or the general public).

Please prepare to **bring your own face covering**. If you do not have access to one, we will work to provide one for you. Please note that the CDC’s recommended face coverings are not N-95 respirators or surgical masks, which are critical supplies that should be reserved for healthcare workers and other medical first responders. For a guide on how to create and wear a cloth face covering, [please click HERE](https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html).

**Can we hold open houses and showings?**

Open houses are permitted with all parties wearing face coverings, practicing social distancing and adhering to a 10 person limit indoors. Showings continue to be permitted. We continue to strongly urge that these activities be conducted virtually as much as possible using applications such as FaceTime, Facebook Live and Messenger, WhatsApp and other creative means. Your safety and the safety of your clients is of utmost importance.

**What if I have a closing scheduled?**

Closings are still permitted as per your settlement service provider. Agents are allowed to attend the closing by wearing a mask. Again, continue to follow all CDC and state and local government distancing guidelines.

**How will earnest and escrow money deposits and returns be handled?**

If applicable, please follow guidance provided by your local operating company.

**What do I need to know about wire transfers?**

Be vigilant and safeguard against potential fraudulent wire distribution. It is preferred that all wire instructions be conducted via phone with the select title company using confirmed telephone numbers. In the event wire instructions are emailed, the client should be instructed to call their agent to confirm accuracy of instructions.

**How will commission checks get processed?**

For now, please follow local operating company guidance for specific instructions.

**How will agents receive their commission checks?**

Starting soon commission checks will be sent direct to agent home address via USPS with their address on file in Trident. If agents have recently moved, please inform your office admin of your new address for updating in Trident.

Additionally, we encourage all agents to sign up for direct deposit to ensure they get paid faster. Signing up is not instant and does take 7 to 9 business days for direct deposit to be active. The processing teams will continue to process closings and render payments, as they are completed today. Agents can sign-up for direct deposit via Desk.

**How will referral checks be processed?**

If an agent receives a referral check from another brokerage, they should alert the office admin and coordinate efforts to get it to them promptly. The process office admins follow to process referral checks will remain the same.

**Which COVID Addendum form should I be using?**

Agents are encouraged to follow local operating company guidelines for COVID Addendums.

**Who will manage the pick-up and distribution of mail delivered to the office?**

Branch managers will address this dependent on office location and situation. Each office is asked to give their best effort to minimize contact with others when handling drop-off and pick-up of mail. Avoid instructing settlement/title companies and others to deliver packages to the office since it is unlikely that staff will be present to accept delivery.

**What do I do if I have a sign that needs removed/installed?**

Removal or installation of signs is dependent on location and office. For those areas where agents rely on a vendor to install or remove signs, these services may be suspended due to local and state restrictions. We are asking that everyone make their best effort to store and manage physical signs in a manner that reduces the need to engage with others. Please contact your branch manager for instructions on how to handle.

**Where can I go for more information?**

* Ask your branch manager.
* Visit the Coldwell Banker [Content Hub](https://blog.coldwellbanker.com/coldwell-banker-realty-covid-content-hub/) to obtain resources, company guidance, marketing support and more.
* Visit the [Covid-19 Yammer page](https://www.yammer.com/realogyconnect.com/#/threads/inGroup?type=in_group&feedId=18021974016) for news and support.
* Visit your state or local associations website.