



DISASTER PREPAREDNESS

INVENTORY ASSETS AND RESOURCES

IDENTIFY RISKS OF DISASTER



Impact on staff



Damage to physical space



Technological Impact



Financial Effects



Impact on vendors

STRATEGIES TO ADDRESS RISKS

Safety of Staff →

Emergency supplies;
Check-in policy

Physical Space →

Remote work policy

Finances →

Emergency monetary reserve

Suppliers →

Backup suppliers

Technology →

Business continuity plan;
3-2-1 Backup plan

CYBERCRIME BY THE NUMBERS

COMPLAINTS FILED IN 2020



2,169 A DAY



A TOTAL OF
791,790
FOR THE YEAR



\$4.2 BILLION

Source: 2020 IC3 Internet Crime Report

REAL ESTATE WIRE FRAUD



WATCH



PROFILE



HACK



STEAL

RECOMMENDED PRACTICES



Educate buyers about possible scams.

NATIONAL ASSOCIATION OF REALTORS®

PROTECT YOUR MONEY FROM MORTGAGE CLOSING SCAMS WHEN BUYING A HOME

Every day, hackers try to steal your money by emailing fake wire instructions. Criminals will use a similar-looking (but fake) email address and steal a logo and other info to make it look like the email came from your real estate agent or title company. You can protect yourself & your money by following these steps:

BE VIGILANT

Call, don't click: Verify all wiring instructions before transferring your funds. Call the title company using an independently obtained and known phone number. Don't use phone numbers or links from an email.

Be aware: It's extremely rare that wiring instructions will change at the last minute, or that this information will be provided by email.

PROTECT YOUR MONEY

Confirm everything: Ask your bank to confirm the name on the receiving account before sending a wire.

Verify immediately: Within four to eight hours, call the title company or real estate agent to confirm they received your money.

WHAT TO DO IF YOU'VE BEEN TARGETED

IMMEDIATELY:

- ✓ Call your bank and ask them to issue a recall notice for your wire.
- ✓ File a complaint with the FBI at www.IC3.gov.
- ✓ Report the crime to your local FBI office.

Making a report within the first 24 hours provides the best chance of recovering your money.

For more information about mortgage closing scams, please visit: NAR.REALTOR/WIRE-FRAUD

This is for informational purposes only and should not be considered legal advice.

American Land Title Association
Protect your property rights

NATIONAL ASSOCIATION of REALTORS®

- Free in the REALTOR® Store.
- Printable!

RECOMMENDED PRACTICES



Communicate
via secure
email



Double
check
sender's
email
address



Avoid
unsecured
wifi



Use strong
passwords

RECOMMENDED PRACTICES – WHITE HOUSE MEMO



Backup data and keep backups offline



Test system security



Update and patch systems



Segment networks



Build and test an incident response plan

OUTLINE PROCESS FOR HANDLING DISASTER

- Checklist of action items to take
- Identify employees responsible for initiating steps
- Train employees and have practice drills
- Reassess plan frequently

CONSIDER RESOURCES AVAILABLE TO YOU

- State Associations can request dues waivers from NAR
- Agents may apply for extensions to licensing deadlines
- FEMA, Small Business Administration, federal, state and local governments
- REALTORS® Relief Foundation
- INSURANCE

CONSIDER THE EFFECTS ON PENDING TRANSACTIONS

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Agents should re-establish communication with clients ASAP

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Review contract and state law

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Instruct clients to file homeowners' insurance claims

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Consider issues involving lenders

NEED HELP?



Identifying risks

Free online assessment from American Red Cross



Drafting plan

Ready.gov; Florida REALTORS®; North Carolina REALTORS®

THANK YOU.



NARdotRealtor



nar.realtor