

DEVELOP A DISASTER PREPAREDNESS PLAN

INFORMATION TECHNOLOGY CONTINUITY

- Minimize systems downtime
- Ensure secure offsite backup
- Clarify staff roles and responsibilities

FINANCIAL CONTINUITY

- Payroll
- Commissions payouts
- Other critical financial requirements
- Emergency funds reserve

SECURING FACILITIES AND HARDWARE

Preplanned course of action to secure:

- Offices and ancillary facilities
- Company vehicles
- Critical hardware
- Portable devices

SECURING FACILITIES AND HARDWARE

- Steps to secure building
- Vehicles
- Critical hardware
- Portable devices

HUMAN SAFETY

- Conduct safety drills
- Offer safety seminar
- Implement emergency phone tree and communications plan

POST DISASTER TRANSACTION CONSIDERATIONS

COMMUNICATION

- Agents: Reestablish communication with clients
- Buyer inquiries to financial institutions:
 - Re-inspection
 - Reappraisal
 - Additional costs
 - New timeframes
- Seller inquiries to financial institutions:
 - Mortgage payments
 - Mortgage forbearance

OTHER CONSIDERATIONS

- Review the contract
- Check state law
- Consult with attorney
- File insurance claims
- Document damage
- Research homeowner aid services