

Boxwood Inspection Protocols for COVID-19

Version 2.0 - Updates in Yellow

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1. Boxwood has altered its inspection procedures to continue to satisfy requests for both interior and exterior inspections during the COVID-19 pandemic. We anticipate that future conditions might warrant updates to this document.

For ALL states, Boxwood has suspended its conventional interior inspection procedures in favor of a new approach-involving extra cooperation of all concerned parties. Boxwood has also modified its inspection procedures specific to exterior inspections for areas under shelter-in-place orders. Exterior inspections in non-sheltered states will proceed normally unless new state restrictions are applied.

2. **INTERIOR INSPECTIONS:** With the consent of our clients' borrowers and property owners ("borrowers" inclusive), we will conduct interior inspections as follows:
 - 2.1 Clients obtain the cooperation of the borrower to perform the following tasks: (a) Borrower takes exterior and interior building photos and shares them with Boxwood's inspection vendor, TrendSource; and (b) Complete, sign, date and forward the inspection questionnaire in the same manner, or conduct a phone interview with the TrendSource inspector.
 - 2.2 Exterior photos required: Building front, rear, sides, any deferred maintenance, and street views (both directions).
 - 2.3 Interior photos required: All rooms and any deferred maintenance.
 - 2.4 If a phone interview is needed to complete the inspection questionnaire, Boxwood's client needs to forward the borrower's phone number and email address to us, and we will forward this information to TrendSource for the inspector to arrange a phone appointment.
 - 2.5 Whether by phone interview or email, Boxwood's clients need to communicate to borrowers within 2 business days that inspections should be completed. Boxwood will not be responsible to clients for delayed turn times on FieldSmart reports when borrowers are tardy or delinquent in completing their inspection obligations.
 - 2.6 In any state, sheltered or otherwise, where the borrower is unavailable to conduct the interior inspection, we will convert the interior to an exterior inspection with client approval.

3. EXTERIOR INSPECTIONS: Whenever possible, exterior inspections will be conducted onsite as usual.

- 3.1 In areas where inspectors are prevented from conducting exterior inspections, and with client approval, we will rely on client and borrower cooperation to arrange for the borrower to complete and transmit the building inspection questionnaire and exterior photos as outlined above. If this is necessary, Boxwood will communicate and coordinate with the client within 2 business days.
- 3.2 In sheltered states lacking borrower cooperation on exterior inspections, and with client approval, Boxwood will utilize visual inspection of Google or Bing images of the building using photos that are no more than 24 months old.

4. Boxwood will cite any of the above extraordinary inspection procedures in our FieldSmart reports.