

# Sierra Pacific Mortgage Closely Monitoring the Coronavirus (COVID-19)

**At Sierra Pacific Mortgage, the Safety of our Customers and Employees is our uncompromising priority, and we are closely monitoring the Coronavirus (COVID-19).**

As announcements from the Centers for Disease Control (CDC), the World Health Organization (WHO), and other government agencies emerge, Sierra Pacific Mortgage will continue to monitor and update our employees and customers with any pertinent information. As of now, Sierra has not closed any branches or suspended any business operations due to the current situation, and none of our Sierra Pacific Mortgage branch locations serving our customers are currently listed as geographic risks by the CDC. In the event we are instructed to quarantine and/or work remotely, we have a remote plan in place that will allow our employees to continue to perform their daily duties.

Should any changes occur, we will quickly announce any adjustments to our procedures or operations so that you can maintain confidence in your loan transaction with Sierra Pacific Mortgage.

## **Defending Against COVID-19 Cyber Scams**

The Cybersecurity and Infrastructure Security Agency (CISA) warns individuals to remain vigilant for scams related to Coronavirus Disease 2019 (COVID-19). Cyber actors may send emails with malicious attachments or links to fraudulent websites to trick victims into revealing sensitive information or donating to fraudulent charities or causes. Sierra Pacific Mortgage advises all customers and employees to exercise caution in handling ANY email with a COVID-19-related subject line, especially those containing attachments or hyperlinks. We also caution individuals to be wary of any social media requests, texts, or phone calls related to COVID-19.

## **Here are a few tips to protect yourself and remain vigilant during this time:**

- Avoid clicking on links in unsolicited emails and be wary of email attachments.
- Use trusted sources—such as legitimate, government websites --for up-to-date, fact-based information about COVID-19.
- Do not reveal personal or financial information in email, and do not respond to email solicitations for this information.
- Verify a charity's authenticity before making donations.

## **Ongoing Updates**

As we make any changes to our operations or procedures, we will keep this page updated with the most current information. It will remain available via our homepage at [www.sierrapacificmortgage.com](http://www.sierrapacificmortgage.com).