

Digital Millennium Copyright Act (DMCA) Notice

Bon Air/Long and Foster Title Agency takes the ownership of content very seriously and has a strict policy to protect ownership of content displayed on this site, or any Bon Air/Long and Foster Title Agency hosted subdomain, sub-directory, meta tag or the like. Bon Air/Long and Foster Title Agency responds to copyright infringement claims submitted under the Digital Millennium Copyright Act ("DMCA"). Section 512 of the DMCA outlines the requirements necessary for formally reporting copyright infringement, as well as providing instructions on how an affected party can appeal a removal by submitting a compliant counter-notice.

Note that not all unauthorized uses of copyrighted materials are infringements. If you believe that Bon Air/Long and Foster Title Agency resources are being used to host or distribute copyrighted material that you own without your permission, first consider whether there is an exception to copyright infringement that applies (such as Fair Use). If you have considered Fair Use, and still wish to continue with a copyright infringement claim, please provide the following written information to our designated copyright agent below:

An electronic or physical signature of the person authorized to act on behalf of the owner of the copyright interest;

- A description of the copyrighted work that you claim has been infringed upon;
- A direct link to, or a full description of the location of the infringing material on this site, or a hosted subdomain, sub-directory, meta tag or the like;
- Your address, telephone number, and email address;
- A statement by you that you have a good-faith belief that the disputed use is not authorized by the copyright owner, its agent, or the law; and
- A statement by you, made UNDER PENALTY OF PERJURY, that the above information in your notice is accurate and that you are the copyright owner or authorized to act on the copyright owner's behalf.

Please ensure that you are the lawful copyright owner or have rights to the copyright under the requirements of the DMCA prior to sending notice to Bon Air/Long and Foster Title Agency. To contact Bon Air/Long and Foster Title Agency regarding these matters, please direct all inquiries to the following person:

DMCA Contact Name: Melissa Ryan, Senior Vice President and General Counsel

Address: 3975 Fair Ridge Drive, Suite 300 S, Fairfax, VA 22033

Telephone Number: [703-653-8551](tel:703-653-8551)

Email Address: privacy@longandfoster.com

Digital Millennium Copyright Act (DMCA) Counter Notice Requirements

Copyright-protected content can be removed or disabled if it was posted, used, or distributed using Bon Air/Long and Foster Title Agency resources without the copyright owner's permission.

If you believe that your content on **balftitlerva.com** was removed or disabled pursuant to a DMCA takedown notice by mistake or due to misidentification of the content, you can contest the takedown notice by submitting a counter-notice to Bon Air/Long and Foster Title Agency within ten (10) days of

receiving our notice. Please provide Bon Air/Long and Foster Title Agency with a written counter-notification containing the following information:

- Your name, address, telephone number, and email address (if any);
- A description of the material that was removed and the location on the Website (e.g., the URL) where it previously appeared;
- A statement UNDER PENALTY OF PERJURY that you have a good faith belief that the material was removed or disabled as a result of mistake or misidentification;
- A statement that you consent to the jurisdiction of the Federal District Court for the judicial district in which your address is located, or if your address is outside of the United States, any jurisdiction in which you may be properly served, and that you will accept service of process from the person who filed the original DMCA notice or an agent of that person; and
- A statement by you that you have a good-faith belief that the disputed use is not authorized by the copyright owner, its agent, or the law; and
- Your electronic or physical signature.

To contact Bon Air/Long and Foster Title Agency regarding these matters, please direct all inquiries to the following person:

DMCA Contact Name: Melissa Ryan, Senior Vice President and General Counsel

Address: 3975 Fair Ridge Drive, Suite 300 S, Fairfax, VA 22033

Telephone Number: [703-653-8551](tel:703-653-8551)

Email Address: privacy@longandfoster.com

If you have any questions about copyright infringement or the notification and counter-notification process under the Digital Millennium Copyright Act (the "DMCA"), we recommend that you speak with an attorney.

Repeated Infringers

Under appropriate circumstances, Bon Air/Long and Foster Title Agency may, in our discretion, terminate authorization of users of our system or network who are repeat infringers.

Fair Housing Notice

Bon Air/Long and Foster Title Agency takes fair housing seriously. It is unlawful to discriminate based on certain protected characteristics, which include, but are not limited to: race, color, national origin, religion, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, family status, family responsibilities, political affiliation, genetic information, matriculation, disability, source of income, place of residence or business, homeless status, status as a victim of an intrafamily offense, sealed eviction record.

Terms of Use

Welcome to the Bon Air/Long and Foster Title Agency Web site (the "Web site"). The goal of this Web site is to provide you with access to the most comprehensive network of real estate related products/services and related links to meet your needs. Please read our Terms of Use (the "Terms") carefully before continuing on with your use of this Web site. These Terms shall govern the use of the

Web site and apply to all Internet traffic visiting the Web site. By accessing or using this Web site, you agree to the Terms. The Terms are meant to protect all of our Web site visitors and your use of this Web site signifies your agreement with these Terms. Bon Air/Long and Foster Title Agency reserves the right, in its sole discretion, to modify, alter or otherwise update these Terms at any time. Such modifications shall be effective immediately upon posting. By using this Web site after we have posted notice of such modifications, alterations or updates you agree to be bound by such revised Terms.

In accordance with our goals, this Web site will permit you to link to many other Web sites, that may or may not be affiliated with this Web site and/or Bon Air/Long and Foster Title Agency, and that may have terms of use that differ from, or contain terms in addition to, the terms specified here. Your access to such Web sites through links provided on this Web site is governed by the terms of use and policies of those sites, not this Web site.

LINKS

This Web site may contain links to other Web sites ("Linked Sites"). The Linked Sites are provided for your convenience and information only and, as such, you access them at your own risk. The content of any Linked Sites is not under Bon Air/Long and Foster Title Agency's control. Bon Air/Long and Foster Title Agency is not responsible for, and does not endorse, such content, whether or not Bon Air/Long and Foster Title Agency is affiliated with the owners of such Linked Sites. You may not establish a hyperlink to this Web site or provide any links that state or imply any sponsorship or endorsement of your Web site by Bon Air/Long and Foster Title Agency, or its affiliates or Providers. A "Provider" is anyone or entity that supplies services to Bon Air/Long and Foster Title Agency and its affiliates.

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DISCLAIMER OF WARRANTIES AND LIABILITY

ALL CONTENT ON THIS WEB SITE IS PROVIDED "AS IS" AND WITHOUT WARRANTIES OF ANY KIND EITHER EXPRESS OR IMPLIED. OTHER THAN THOSE WARRANTIES WHICH, UNDER THE U.S. LAWS APPLICABLE TO THESE TERMS, ARE IMPLIED BY LAW AND ARE INCAPABLE OF EXCLUSION, RESTRICTION, OR MODIFICATION, BON AIR/LONG AND FOSTER TITLE AGENCY DISCLAIMS ANY AND ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. NEITHER BON AIR/LONG AND FOSTER TITLE AGENCY, ITS AFFILIATED OR RELATED ENTITIES, NOR THE PROVIDERS, NOR ANY PERSON INVOLVED IN THE CREATION, PRODUCTION, AND DISTRIBUTION OF THIS WEB SITE WARRANT THAT THE FUNCTIONS CONTAINED IN THIS WEB SITE WILL BE UNINTERRUPTED OR ERROR-FREE, THAT DEFECTS WILL BE CORRECTED, OR THAT THE SERVER THAT MAKES THE CONTENT AVAILABLE WILL BE FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. THE CONTENT THAT YOU ACCESS ON THIS WEB SITE IS PROVIDED SOLELY FOR YOUR CONVENIENCE AND INFORMATION ONLY. BON AIR/LONG AND FOSTER TITLE AGENCY DOES NOT WARRANT OR MAKE ANY REPRESENTATIONS REGARDING THE RESULTS THAT MAY BE OBTAINED FROM THE USE OF THIS WEB SITE, OR AS TO THE RELIABILITY, ACCURACY OR CURRENCY OF ANY INFORMATION CONTENT, SERVICE AND/OR MERCHANDISE ACQUIRED PURSUANT TO YOUR USE OF THIS WEB SITE.

YOU EXPRESSLY AGREE THAT USE OF THIS WEB SITE IS AT YOUR SOLE RISK. YOU (AND NOT BON AIR/LONG AND FOSTER TITLE AGENCY) ASSUME THE ENTIRE COST OF ALL NECESSARY SERVICING, REPAIR OR CORRECTION OF YOUR SYSTEM. YOU EXPRESSLY AGREE THAT NEITHER BON AIR/LONG AND FOSTER TITLE AGENCY, NOR ITS AFFILIATED OR RELATED ENTITIES (INCLUDING ITS PROVIDERS), NOR

ANY OF THEIR RESPECTIVE EMPLOYEES, OR AGENTS, NOR ANY PERSON OR ENTITY INVOLVED IN THE CREATION, PRODUCTION AND DISTRIBUTION OF THIS WEB SITE, IS RESPONSIBLE OR LIABLE TO ANY PERSON OR ENTITY WHATSOEVER FOR ANY LOSS, DAMAGE (WHETHER ACTUAL, CONSEQUENTIAL, PUNITIVE OR OTHERWISE), INJURY, CLAIM, LIABILITY OR OTHER CAUSE OF ANY KIND OR CHARACTER WHATSOEVER BASED UPON OR RESULTING FROM THE USE OR ATTEMPTED USE OF THIS WEB SITE OR ANY OTHER LINKED SITE. BY WAY OF EXAMPLE, AND WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, BON AIR/LONG AND FOSTER TITLE AGENCY AND RELATED PERSONS AND ENTITIES SHALL NOT BE RESPONSIBLE OR LIABLE FOR ANY CLAIM OR DAMAGE ARISING FROM FAILURE OF PERFORMANCE, ERROR, OMISSION, INTERRUPTION, DELETION, DEFECT, DELAY IN OPERATION, COMPUTER VIRUS, THEFT, DESTRUCTION, UNAUTHORIZED ACCESS TO OR ALTERATION OF PERSONAL RECORDS, OR THE RELIANCE UPON OR USE OF DATA, INFORMATION, OPINIONS OR OTHER MATERIALS APPEARING ON THIS WEB SITE. YOU EXPRESSLY ACKNOWLEDGE AND AGREE THAT BON AIR/LONG AND FOSTER TITLE AGENCY IS NOT LIABLE OR RESPONSIBLE FOR ANY DEFAMATORY, OFFENSIVE OR ILLEGAL CONDUCT OF OTHER SUBSCRIBERS OR THIRD PARTIES. SOME JURISDICTIONS MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES. IN SUCH JURISDICTIONS, BON AIR/LONG AND FOSTER TITLE AGENCY'S LIABILITY IS LIMITED TO THE GREATEST EXTENT PERMITTED BY LAW.

ANY PROPERTY VALUATIONS PROVIDED ON THIS SITE DO NOT CONSTITUTE AN APPRAISAL NOR DOES BON AIR/LONG AND FOSTER TITLE AGENCY CLAIM, REPRESENT OR WARRANT THAT IT IS PROVIDING ANY APPRAISAL SERVICES. ANY REPORTS OR VALUES GENERATED HERE ARE BASED SOLELY ON AUTOMATED COMPUTER MODELING FROM PUBLIC RECORDS AND MAY NOT REPRESENT THE TRUE VALUE OF THE HOME.

INDEMNIFICATION

You agree to indemnify, defend, and hold harmless Bon Air/Long and Foster Title Agency and the Providers, its and their officers, directors, employees, affiliates, agents, licensors, and suppliers from and against all losses, expenses, damages and costs, including reasonable attorneys' fees, resulting from any violation by you of these Terms.

THIRD PARTY RIGHTS

These Terms are for the benefit of Bon Air/Long and Foster Title Agency and its Providers, its and their officers, directors, employees, affiliates, agents, licensors, and suppliers. Each of these individuals or entities shall have the right to assert and enforce these Terms directly against you on its or their own behalf.

JURISDICTIONAL ISSUES

Unless otherwise specified, the content contained in this Web site is presented solely for your convenience and/or information. This Web site is controlled and operated by Bon Air/Long and Foster Title Agency from its offices within Fairfax, Virginia. Bon Air/Long and Foster Title Agency makes no representation that content in its Web site is appropriate or available for use in other locations. Those who choose to access this Web site from other locations do so on their own initiative and are responsible for compliance with local laws, if and to the extent local laws are applicable. You may not use or export the materials in this Web site in violation of U.S. export laws and regulations. These Terms shall be governed by, construed and enforced in accordance with the laws of the Commonwealth of Virginia, as they are applied to agreements entered into and to be performed entirely within such State. Any action you, any third party or Bon Air/Long and Foster Title Agency brings to enforce these Terms, or in connection with any matters related to this Web site, shall be brought only in either the state or

Federal courts located in Virginia and you expressly consent to the jurisdiction of said courts. If any provision of these Terms shall be unlawful, void or for any reason unenforceable, then that provision shall be deemed severable from these Terms and shall not affect the validity and enforceability of any remaining provisions.

BON AIR/LONG AND FOSTER TITLE AGENCY PRIVACY POLICY

Because we value you as our customer, we want to address any privacy concerns you may have. To that end, we have set forth our privacy policy for handling the information you share with us online and through any documentation submitted as part of a real estate transaction with Bon Air/Long and Foster Title Agency. We want your decision to do business with us to be an informed one. We have adopted this Privacy Policy to explain what information may be collected when you utilize our applications and services, how we use this information, and under what circumstances we may disclose the information to affiliates and third parties. You should review this Privacy Policy frequently, as it may change from time to time without notice. Any changes will be effective immediately upon the posting of the revised Privacy Policy.

1. Collecting Information

When you visit our consumer applications or enter into a real estate transaction with Bon Air/Long and Foster Title Agency, we may collect information about you that you share with us. We typically collect two kinds of information about you through our applications and real estate services: (a) information that you provide that personally identifies you; and (b) information that does not personally identify you, which we automatically collect when you visit our applications or that you provide to us.

a. Personally Identifiable Information: This identification information may include, but is not limited to, your name, physical address, email address, telephone, mobile and fax numbers, details of your real estate, lending, title and insurance needs and references, and other details of your life ("Personal Information").

b. Non-Personally Identifiable Information: Our definition of non-personally identifiable information is any information that does not personally identify you ("Non-PII"). Non-PII can include certain personally identifiable information that has been de-identified; that is, information that has been rendered anonymous by a de-identification process. We obtain Non-PII about you from information that you affirmatively provide to us, either separately or together with your personally identifiable information. We also automatically collect certain Non-PII from you when you access any applications. This information can include, among other things, IP addresses, the type of browser you are using, the third-party website from which your visit originated, the operating system you are using, the domain name of your Internet service provider, the search terms you use on our applications, the specific web pages you visit, the duration and frequency of your visits, and location information.

c. Cookies, Web Beacons and other Tracking Technologies: As you may be aware, it is a common practice that when you visit our consumer applications, we may collect data through the use of cookies, web beacons or other tracking technologies (i.e. small text files placed on your computer by consumer applications), web server logs, and other web tools. This technology allows us to customize your online experience as well as track your use of our system so that we can improve your experience. The tracking data we collect may include, but is not limited to, the date, time and location of your visit, the time you spend, the web pages you view, the other consumer applications you visit, your search queries, and basic information about your computer, such as your Internet Protocol ("IP") address, your domain name, your browser type, and the name of your internet service provider. By continuing to browse our

site, you are agreeing to our use of cookies. Most web browsers automatically accept cookies, but will also provide controls that allow you to block or delete them. Instructions for blocking or deleting cookies are generally available in your browser's privacy or help documentation. If you choose to delete cookies, some settings and preferences controlled by those cookies, including advertising preferences, will be deleted and may need to be recreated. You may deactivate cookies if you do not want your browsing to be tracked.

When visiting our consumer-facing applications, you may be directed, through hyperlinks, to other consumer applications that are beyond our control. This Privacy Policy does not cover the collection of information by those other companies and consumer applications. Although we encourage third parties to provide their own privacy policies, we are not responsible for their activities, such as how they handle the information they collect online.

2. How We Use & Share Information Collected

a. Personal Information: We primarily use the identification information you voluntarily share with us to: Customize your online and/or real estate transaction experiences and to carry out your online requests; Tell you about our products, services and other offerings; Contact you for a variety of reasons, such as providing you promotional or marketing information for our products or those of our affiliated companies; Communicate with you about your real estate transaction;

In certain instances, we may also share your personally identifiable information with our third-party vendors and marketing partners that, among other activities: perform functions on our behalf (or on behalf of our affiliated companies); administer our offerings; provide us marketing or promotional assistance; analyze our data; assist us with customer service; and offer other services and products that may be relevant to the purchase or sale of real estate. Our vendors agree to use this information, and we share information with them, only to carry out our requests;

On occasion, we use your identification information to validate your identity; As for usage tracking data, we primarily use that information to operate and improve our consumer applications, and to further our marketing efforts. You may opt-out from receiving future promotional or marketing information from us, our affiliated companies, and our third-party vendors, or direct that we not share your information with any affiliated companies or third-party vendors, as set forth below in Section 7. Except as provided in this Privacy Policy, our Terms of Use, or as set forth when you submit the information, your personally identifiable information will not be sold to any third parties or used in any manner outside the scope of this Privacy Policy without your prior approval. We further reserve the right to disclose your information under limited circumstances, such as to cooperate with law enforcement or judicial authorities as required by law or legal process, to protect our own legal rights, or to protect the public good.

b. Non-PII: We use Non-PII in a variety of ways, including to: Help analyze site traffic, understand customer needs and trends; Carry out targeted promotional activities; Improve our services and offerings. We may use your Non-PII by itself or aggregate it with information we have obtained from others. We may share your Non-PII with our affiliated companies and third parties to achieve these objectives and others, but remember that aggregate information is anonymous information that does not personally identify you. Whenever you are online or on our applications, you run the risk that the information you provide will fall into the wrong hands. Although we implement and maintain commercially reasonable security procedures and practices to safeguard your privacy, we cannot guarantee the security of any information you provide to us. We accept no responsibility or liability for

the activities of third parties. By using our consumer applications and Web site, you agree to our Terms of Use.

3. Updating Information

If you would like to review the information about you that we have collected through our consumer applications, or to change that information, you can make that request by following the procedure indicated below in Section 7. We may require that you verify your identity before we process your request.

4. Processing Location

We process your personal information in the United States. For users located outside of the United States, please see Sections 10 and 11 titled International Users and European Union Residents and General Data Protection Regulation Information for more detailed information.

5. Anti-Fraud Disclosure

Electronic communications such as email, text messages and social media messaging, are neither secure nor confidential. While Bon Air/Long and Foster Title Agency has adopted policies and procedures to aid in avoiding fraud, even the best security protections can still be bypassed by unauthorized parties. Bon Air/Long and Foster Title Agency will never send you any electronic communication with instructions to transfer funds or to provide nonpublic personal information, such as credit card or debit numbers or bank account and/or routing numbers.

YOU SHOULD NEVER TRANSMIT NONPUBLIC PERSONAL INFORMATION, SUCH AS CREDIT OR DEBIT CARD NUMBERS OR BANK ACCOUNT OR ROUTING NUMBERS, BY EMAIL OR OTHER UNSECURED ELECTRONIC COMMUNICATION. EMAILS ATTEMPTING TO INDUCE FRAUDULENT WIRE TRANSFERS ARE COMMON AND MAY APPEAR TO COME FROM A TRUSTED SOURCE.

If you receive any electronic communication directing you to transfer funds or provide nonpublic personal information, EVEN IF THAT ELECTRONIC COMMUNICATION APPEARS TO BE FROM Bon Air/Long and Foster Title Agency or its affiliates, do not respond to it and immediately contact your real estate agent or title closer. Such requests, even if they may otherwise appear to be from Bon Air/Long and Foster Title Agency, are likely part of a scheme to defraud you by stealing funds from you or using your identity to commit a crime.

To notify Bon Air/Long and Foster Title Agency of suspected fraud related to your real estate transaction, send an email to privacy@longandfoster.com.

6. Updating Our Privacy Policy

We may, from time to time, change our Privacy Policy. We will notify you of any changes by posting our updated Privacy Policy on our consumer applications and inserting a new "Effective Date."

7. Contacting & Opt-Out Information

You may contact us as at privacy@longandfoster.com if: (a) you have questions or comments about our Privacy Policy; (b) wish to make corrections to any personally identifiable information you have provided; (c) want to opt-out from receiving future commercial correspondence, including emails, from us, our affiliated companies or third parties; or (d) wish to withdraw your consent to sharing your personally identifiable information with others. We will respond to your request and, if applicable and

appropriate, make the requested change in our active databases as soon as reasonably practicable. Please note that requests may take up to 30 days and we may not be able to fulfill certain requests while allowing you access to certain benefits and features of our services.

8. Effective Date and Contact Information:

This Privacy Policy is effective as of 05/2023

For questions and concerns about this Policy, our company can be reached at:

Address: 3975 Fair Ridge Drive, Suite 300 S, Fairfax, VA 22033

Email Address: privacy@longandfoster.com

Phone: Toll Free [1-888-536-0216](tel:1-888-536-0216)

9. California Privacy Rights

Under California law, California residents have the right to request in writing from businesses with whom they have an established business relationship (1) a list of categories of personal information, such as name, address, e-mail address, and the type of services provided to the customer, that a business has disclosed to third parties [including affiliates that are separate legal entities] during the immediately preceding calendar year for the third parties' direct marketing purposes and (2) the names and addresses of all such third parties. To request the above information please contact us by writing to privacy@longandfoster.com.

10. International Users

Our consumer applications are hosted by servers in the United States. If you are located outside of the United States, your personal information may be transferred to the United States. By submitting your personal information, you consent to its transfer to the United States and to its storage, processing, and use there in accordance with this Privacy Policy.

11. European Union Residents and General Data Protection Regulation Information

None of our applications and/or real estate services are targeted towards, directed to or intended as solicitations to consumers in the European Union. In the event that the General Data Protection Regulation "GDPR" (a privacy law applicable to consumers residing in the European Economic Union) is applicable to a specific transaction and/or a specific consumer, any such consumer has the below rights.

(a) Right of access. You have the right to obtain from us confirmation as to whether or not Personal Information concerning you is processed, and to request access to the Personal Information.

(b) Right to correct or update. You have the right to correct or update inaccurate Personal Information about you.

(c) Right to restrict processing. Under certain circumstances, you have the right to restrict the processing of your Personal Information. In such instances, your Personal Information may only be processed by us for limited purposes.

(d) Right to object. Under certain circumstances, you have the right to object to the use or processing of your Personal Information where we no longer have a legitimate or legal need to process it; to object to your Personal Information being processed for direct marketing purposes; and object to automated

decision making (including profiling) where the decision would have a legal or similarly significant impact on you.

(e) Right to data portability. Under certain circumstances, you have a right to receive a copy of your Personal Information, which you have provided to us, in a machine-readable format and the right to transmit that Personal Information for use in another party's service.

(f) Right to be forgotten. Under certain circumstances, you have the right to request that your Personal Information be erased. Some Personal Information may be in backup archives and/or must be retained for legal or compliance reasons.

To make any of these requests, please follow the instructions outlined in Section 7. We may require that you verify your identity to the exercise of any of these rights. Under certain circumstances, and in the event of a data breach involving your Personal Information that is likely to result in a risk to your rights and freedoms, we are required to notify the applicable supervisory authority within 72 hours after becoming aware of such a breach. If you have been referred to our Company by a third-party corporate client or a relocation services company, our Company is acting as a "Data Processor" under the direction of such corporate client or relocation services company, which are deemed "Data Controllers" under GDPR. The Data Controller is responsible for telling our company how your Personal Information should be used or processed in those specific transactions.

12. Bon Air/Long and Foster Title Agency Do Not Call Policy

The federal Telephone Consumer Protection Act (TCPA) and relevant FCC rules and regulations shield consumers from undesired telemarketing.

If you do not want to receive sales calls or text messages from Bon Air/Long and Foster Title Agency and any of its affiliates or subsidiaries, please contact us to place your telephone number on our "Do Not Call" list. You may direct your request to the following person:

Do Not Call Contact Name: Legal Department

Address: 3975 Fair Ridge Drive, Suite 300 S, Fairfax, VA 22033

Telephone Number: 703-653-8551

Email Address: privacy@longandfoster.com

In compliance with federal and state laws, Bon Air/Long and Foster Title Agency will document your request within (seven) 7 business days. It should not take longer than thirty (30) days to remove your telephone number from any sales programs that are currently underway. Please make sure that your notification satisfies the following requirements:

- Your request can be in writing or by phone, to the address or number listed above, and must include your telephone number.
- If you wish to place multiple phone numbers on our "Do Not Call" list, please provide all numbers in your communication.
- Customer relationship management and improving our Services, including marketing and analytics

- You'll remain on our "Do Not Call" list for five years (or any longer period required by applicable law), unless you ask to be removed prior to the five-year timeline.
- If your telephone number ever changes, you must update us accordingly in order to remain on our "Do Not Call" list.

When we solicit prospective customers, Bon Air/Long and Foster Title Agency also honors "do not call" requests on behalf of consumers listed on the National Do Not Call Registry maintained by the Federal Trade Commission and various state-agency lists. Please note that many states' "Do Not Call" regulations allow companies to contact their own customers even though they are on these "Do Not Call" lists in some circumstances. Therefore, if you are a customer or client of Bon Air/Long and Foster Title Agency, you may be contacted by us even though you are on a state or the national "Do Not Call" list. If you do not want to be contacted by Bon Air/Long and Foster Title Agency even though you are a customer, simply follow the steps above to be placed on our "Do Not Call" list and we will honor your request.

If the consumer notifies us that they have received a telephone call from us after that consumer has already requested to be placed on our "Do Not Call" list, we will apologize for the intrusion and have a manager or supervisor investigate. The manager or supervisor will also personally confirm that the telephone number is on the "Do Not Call" list. Upon request, we will mail the consumer a confirmation that the telephone number is on the list.

The Federal Trade Commission offers a free service to consumers that allow them to place their telephone numbers on a National Do Not Call Registry. This service will reduce the number of telemarketing calls received. Consumers may add their telephone numbers to the list either by calling 888-382-1222 or through the Internet at www.donotcall.gov. It may take several weeks before you notice a reduction in calls.

Being on our "Do Not Call" list means that you won't receive sales calls and text messages by anybody representing Bon Air/Long and Foster Title Agency. We may still contact you, however, for non-solicitation purposes.

Agents and brokers conducting telemarketing in reference to a product or marketing initiative of Bon Air/Long and Foster Title Agency or any Bon Air/Long and Foster Title Agency affiliate or subsidiary shall fully adhere to the TCPA, any related federal laws, regulations and rules, and all applicable state laws.

13. Bon Air/Long and Foster Title Agency CAN-SPAM Policy

The Controlling the Assault of Non-Solicited Pornography and Marketing Act of 2003 (CAN-SPAM Act) establishes requirements for those who send unsolicited commercial email. In compliance with the CAN-SPAM Act, Bon Air/Long and Foster Title Agency agrees to the following:

- Not to use any false or misleading header information (including in the 'From', 'To', 'Reply To' fields) for our emails.
- Not to use deceptive subject lines for our commercial emails.
- Identify the commercial email message as an advertisement in some reasonable way (unless the recipient previously consented to receive the message).
- Include the physical address of our office or business headquarters.

- If a third-party email marketing services is used, monitor for CAN-SPAM compliance.
- Honor opt-out/unsubscribe requests quickly.
- Allow commercial email recipients to unsubscribe by using the link at the bottom of each email.

If you would like to unsubscribe from receiving future commercial emails from Bon Air/Long and Foster Title Agency, its affiliates or subsidiaries at any time, follow the instructions at the bottom of the email. Please allow us ten (10) days to process your unsubscribe request.

For any inquiry concerning Bon Air/Long and Foster Title Agency's CAN-SPAM policy, please contact the following:

CAN-SPAM Contact Name: Legal Department

Address: 3975 Fair Ridge Drive, Suite 300 S, Fairfax, VA 22033

Telephone Number: 703-653-8551

Email Address: privacy@longandfoster.com

We appreciate your interest in our privacy policy, and we reserve the right to change this policy at any time.

Accessibility

Bon Air/Long & Foster Title Agency is committed to providing an accessible website. If you have difficulty accessing content, have difficulty viewing a file on the website, or notice any accessibility problems, please contact us at **888-536-0216** to specify the nature of the accessibility issue and the assistive technology you use. We will strive to provide the content you need in the format you require. We welcome your suggestions and comments about improving ongoing efforts to increase the accessibility of this website.

Web Accessibility Help

There are actions you can take to adjust your web browser to make your web experience more accessible.

I am blind or can't see very well

If you have trouble seeing web pages, consider these tips for optimizing your computer and browser to improve your online experience.

- Use your computer to read web pages out loud
- Use the keyboard to navigate screens
- Increase text size
- Magnify your screen
- Change background and text colors
- Make your mouse pointer more visible

I find a keyboard or mouse hard to use

If you find a keyboard or mouse difficult to use, speech recognition software may help you navigate web

pages and online forms and services. Such software allows the user to move focus around a web page or application screen through voice controls.

I am deaf or hard of hearing

If you are deaf or hard of hearing, there are several accessibility features available to you.

- **Transcripts:** A text transcript is a text equivalent of audio information that includes spoken words and non-spoken sounds such as sound effects.
- **Captioning:** A caption is transcript for the audio track of a video presentation that is synchronized with the video and audio tracks. Captions are generally rendered visually by being superimposed over the video, which benefits people who are deaf and hard-of-hearing, and anyone who cannot hear the audio (e.g., when in a crowded room). [Learn how to turn captioning on and off in YouTube.](#)
- **Volume controls:** Your computer, tablet, or mobile device has volume control features. Each video and audio service has its own additional volume controls. Try adjusting both your device's volume controls and your media players' volume controls to optimize your listening experience.