

Good afternoon,

Based on guidance from the New York State Department of Health and Governor Andrew M. Cuomo, the New York State Association of REALTORS® is significantly reducing our staff presence at our Albany headquarters until further notice. The health and safety of our community remains our highest priority and we will continue to act with an abundance of caution as we navigate this rapidly evolving coronavirus situation.

All of our departments remain open for business, however, please understand that many employees will be working remotely and may be unable to respond to you as promptly as they normally would.

The best way to reach us is via email. Email addresses for the NYSAR staff can be found on [NYSAR.com](https://www.nysar.com). If you are unsure of the correct person to contact, please email your request to info@nysar.com and it will be routed to the appropriate staff member. When emailing staff, please consider contacting only one person at a time to ensure the fastest response.

The Legal Hotline and Techline will remain open to assist members. You can access both member services by calling 518-436-9727. The Legal Hotline will continue to operate during their normal hours of Monday through Friday, 9 a.m. to 4 p.m. The Techline, which assists members with any computer, phone or tablet issues, is available Monday-Friday from 7:30 a.m. to 5 p.m. and can always be reached via email at techline@nysar.com.

We appreciate your patience and understanding during this time. We will update NYSAR members with any new developments.

Regards,
Duncan MacKenzie
NYSAR Chief Executive Officer