

Zillow Resumes Home Buying in Four Markets and Launches Real Estate Health Safety Initiative

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Former U.S. Surgeon General Dr. Regina Benjamin named Zillow Health Advisor to counsel the company's Move Forward. Stay Safe. initiative to help people to shop, sell, and move safely

SEATTLE, May 18, 2020 /PRNewswire/ -- Zillow Group, Inc. (NASDAQ:Z) (NASDAQ:ZG), which is transforming the way people buy, sell and finance homes, has resumed home buying in four Zillow Offers markets, with a renewed commitment to safety. The company is launching a health safety initiative -- [Move Forward. Stay Safe.](#) -- to help protect customers, employees and partners.

Homeowners in Phoenix, Tucson, Ariz., Raleigh, N.C. and Charlotte, N.C., can now receive an offer directly from Zillow to buy their home, and the company expects to re-start acquisitions in more markets soon. Zillow paused home acquisitions in all 24 markets where it operates on March 23, in response to housing market uncertainty and public health concerns.

The restart and increased focus on safety reflect Zillow's confidence that the housing market is open, and that Zillow can provide customers with a safe way to buy and sell real estate. Former U.S. Surgeon General Dr. Regina Benjamin, MD, MBA, has contracted with Zillow as the Company's Health Advisor. Move Forward. Stay Safe. includes industry-leading health safety standards along with Zillow's groundbreaking virtual technology, designed to protect its customers and give people the confidence to move safely.

"I've dedicated my career to health and wellness. My role as Zillow's health advisor is a continuation of my commitment to prevention and population Health," said Dr. Benjamin. "Shelter - a healthy home - is a basic essential we all strive for. As people venture into the real estate market, it's critical they have precise information and guidelines on how to stay safe during every part of their move. From listing, to shopping, to closing documents, we must minimize risk and protect each other. I am pleased to join Zillow in its dedication to public health through

this new initiative."

Zillow Offers is a convenient option to sell without showings or open houses and the ability to close the transaction digitally. All Zillow-owned homes will follow a "CPD" protocol, which stands for "Clean, Protect, Distance" -- the practices Zillow Offers relies on to keep customers safe as they are touring homes. For-sale homes will undergo an additional cleaning regimen. Personal protective equipment, such as masks and gloves, is recommended for all in-person tours, and in-person tours are limited to allow for healthy distancing.

"We are excited to begin purchasing homes again, and making it even easier for home sellers to move -- with new cleaning protocols and more virtual tools and services," said Zillow President Jeremy Wacksman. "These past two months have confirmed our belief that real estate is resilient. In fact, we've seen that people - despite these uncertain times - still want to move. Zillow Offers gives them a safe, seamless way to do so, whether selling or buying."

Zillow is continuing to market and sell homes through Zillow Offers, but is not holding open houses. Instead, buyers have the flexibility to shop in several ways. In addition to in-person showings, they can virtually walk through Zillow-owned homes through proprietary [3D Home tours](#), which are available on all listings. Buyers can also request a virtual tour or virtual consultation with Zillow's local broker partner or a Zillow Premier Agent and, in some markets, can use self-tour technology to visit a home unassisted.

About Zillow Group

Zillow Group, Inc. (NASDAQ: Z) (NASDAQ: ZG), the largest portfolio of real estate brands on mobile and the web, is building a safe, on-demand real estate experience. Whether selling, buying, renting or financing, customers can turn to Zillow's businesses to find and get into their next home with speed, certainty and ease.

In addition to Zillow's for-sale and rental listings, Zillow Offers buys and sells homes directly in dozens of markets across the country, allowing sellers control over their timeline. Zillow Closing Services offers customers Zillow-branded title and escrow services to support a more seamless transaction experience. Zillow Home Loans, our affiliate lender, provides our customers with an easy option to get pre-approved and secure financing for their next home purchase.

Millions of people visit Zillow Group sites every month to start their home search, and now they can rely on Zillow to help them finish it — with the same confidence, ease and empowerment they've come to expect from real estate's most trusted brand.

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an Equal Housing Lender; NMLS 10287, www.nmlsconsumeraccess.org. The company is headquartered in Seattle.

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