

| Move Step   | Do-It-Yourself | Professional Move |
|---|----------------|-------------------|
| Move coordinator assigned   | X              | X                 |
| Relocation Consultant meets you at your residence and provides a detailed, written move appraisal | X              | X                 |
| <b>AT YOUR RESIDENCE</b>  |                |                   |
| Your items are packed by professionals (a) (c)  |                | X                 |
| Items disassembled by professionals (a)   |                | X                 |
| Specialty packing: (a)  |                | X                 |
| Antiques and delicate items (a) (c)   |                | X                 |
| Piano and similar items (a) (c)   |                | X                 |
| Shrink wrapping (a) (c)   |                | X                 |
| Pad wrapping (a) (c)  |                | X                 |
| Your items are loaded by professionals (a) (d)  |                | X                 |
| Items are loaded to ensure proper and quick unloading (a)   |                | X                 |
| Additional services at your residence   |                |                   |
| Disconnect utilities (b)  |                | X                 |
| Disconnect appliances (b)   |                | X                 |
| Detailed inventory control form provided  | X              | X                 |
| Inventory coded by room   |                | X                 |
| <b>MOVING</b>   | <b>X</b>       | <b>X</b>          |
| <b>STORAGE</b>  | <b>X</b>       | <b>X</b>          |
|   |                |                   |
| <b>DELIVERY</b>   | <b>X</b>       | <b>X</b>          |
|   |                |                   |
| Your items are unloaded by professionals (a) (d)  |                | X                 |
| Special care given to immediate needs like bedrooms and children's rooms (a)                      |                | X                 |
| Packed items are delivered to appropriate rooms (a)   |                | X                 |
| Packed items are re-assembled (a)   |                | X                 |
| Additional services at your new residence (a)   |                | X                 |
| Re-connect utilities (b)  |                | X                 |
| Re-connect appliances (b)   |                | X                 |
| <b>POST MOVE QUALITY FOLLOW-UP CALL</b>   | <b>X</b>       | <b>X</b>          |