

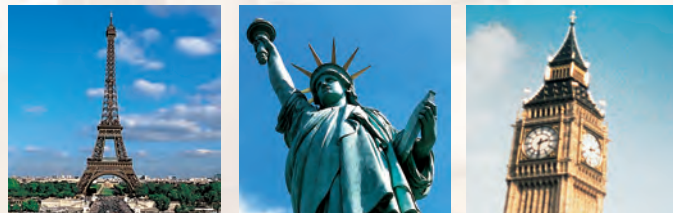
Moving Hints

The following list of hints will help you prepare for your upcoming move. It's very important that you stay in touch with your relocation coordinator should any change in plans arise, such as a delay in selling your home or any additions or deletions to your household goods. The latter, especially, may affect the surveyed weight and volume of your shipment.

- If you live in a building with an elevator, reserve the elevator for the loading day and make sure the property management is in possession of all the required licenses.
- Set aside your clothes, suitcases, important personal documents (i.e., passports and airline tickets), and any other items you will be carrying personally. Set them apart from the goods being packed and mark them: "Do not touch."
- If you have an airfreight or storage shipment, mark those items with "Airfreight" or "Hold for Storage" stickers and physically separate them from the surface shipment items.
- Dispose of all hazardous materials. Refer to our "Hazardous Items" list in the moving brochure for details.
- Refrigerators and freezers must be emptied and defrosted 48 hours prior to the moving day to dry them out.
- Disconnect all electrical appliances; take down

curtains and light fixtures on the day of the move.

- Remove and dispose of your gas and propane tanks from your barbecue, lawn mower and other gas-powered items.
- Obtain all relevant records such as medical, dental, school, bank, insurance etc. and notify your post office of your change of address.
- Pre-arrange to transfer or close your accounts such as banks, investments, IRS, credit cards, etc.
- Collect all items brought out for cleaning or repair and return all rented or on-loan items, such as books, video games, DVD's, etc.
- Donate items you will not be taking with you, or could not sell, to organizations such as Goodwill or Salvation Army. Be sure to ask for a receipt for possible tax deductions.
- Make your travel arrangements such that you don't depart earlier than one day after the actual loading of your shipment(s) in the event of unforeseen delays.
- Submit your entire travel schedule to our office and leave a contact name, telephone number and any useful information on how and where we can reach you.



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MOVE MANAGEMENT

WHAT TO EXPECT DURING YOUR OVERSEAS MOVE.

Planning is the key to a smooth, trouble-free move. With Hanseatic Moving Services LLC, you will discover the importance we attribute to planning and paying attention to details every step of the way. Our objective is to provide you and your employees with unequalled service to meet your high expectations.

International Moving, Shipping & Relocation



1. The Survey: Planning Your Move

- After the initial contact, we will set up a survey appointment. Our surveyor will visit your home to view the household goods and personal effects to be shipped or stored, estimate the volume and assess the packing and loading requirements. You must show everything you intend to move. Any items you fail to disclose or that are added later to the shipment will add to the cost. (Allow an average of one hour for a thorough survey.)

- After the survey, we will review and discuss the results with you, advise you on the number of days needed to complete the removal and schedule the moving dates. Let the surveyor know if you are planning on purchasing any new items. We will need to include these purchases in the context of planning your overseas shipment, because they will increase the volume and affect the final cost.

- If your company is paying for your move, you may have corporate policy allowance levels. We will need to review these to be sure you are within the volume or budget allowances. We will also need to understand if any additional requirements need special authorization from your company.

- Prior to departure, we will need to know your immigration work permit status. Many countries have import restrictions based on immigration status. The immigration restrictions, based on your status, will determine the requirements for duty free entry of your household goods and personal effects.



2. Moving Day

- Our crew will arrive at your home on the scheduled day and time to pack, wrap and crate your household goods and personal effects.

- Be prepared to inform the crew chief which household goods belong to which mode of transportation: air, surface, storage.

- Your relocation coordinator will stop by your home several times during the moving process to assist and answer questions you may have.

- Once all household goods and personal effects are packed, wrapped and crated, a detailed shipping inventory list will be given to you. This inventory list must be reviewed and signed by you or someone you've designated to represent you.

- Hanseatic Moving Services, LLC will then position a van, truck or steamship container and your possessions will be loaded according to their mode of transportation, air > air container, sea > steamship container, storage > lift vans, wooden crates.

- After loading is completed, our crew chief will ask you to confirm that nothing has been overlooked. You'll need to check every room, including the attic, garage and other storage areas, to ensure that all the identified goods being moved have been packed. Hanseatic Moving Services, LLC will not be liable nor assume any responsibility if items are forgotten or left behind.



3. Transit

- Your relocation coordinator will complete all export-related documentation and formalities and further check that your shipment has been received by our warehouse, the airport or stevedores at the port, depending on the mode of transportation.

- Once your shipment is sailing, we will confirm the "on-board" status and forward all necessary documentation (Bill of Lading, AWB etc.) to our overseas office or designated agent.



- Before your departure, you will need to provide us with a contact name and telephone number in the event we need to contact you while you and your shipment are en route to the final destination. It is critically important to advise us immediately of any changes in your schedule and contact information.

4. Arrival / Destination Service

- You will need to provide us with your date of arrival and a telephone number where our overseas office, or designated agent, can contact you to complete the required custom formalities upon the arrival of your goods in the destination country.

- After customs clearance has been completed and permission granted for legal entry, our overseas office or agent will organize and coordinate your full destination service.

- In case of delay, such as your home not being ready or items requiring temporary storage, our agent will assist and guide you through the necessary process.

- It is your responsibility, or that of a person you trust, to be present at the time of delivery to inspect all unloaded household goods and to note any missing or damaged items. This is necessary for insurance purposes. A signature will be required upon completion of unloading and unpacking. By signing the inventory and delivery order, you (or your representative) will be acknowledging that you have received all your items except for any notations made for damaged or missing items.

Enjoy your new home! And, thank you again for your patronage.

