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**CENTURY 21**<sub>®</sub>

Global Mobility

1.800.634.6099 info@c21globalmobility.com

# **OVERVIEW**

CENTURY 21 Global Mobility commitment to professional excellence and individual services is the cornerstone of our business. Our Relocation Services Division includes a management staff with over 25 years experience and expertise assisting corporate relocation. We offer a diversity of services to our corporate clients and their employees that are unsurpassed. CENTURY 21 Global Mobility is pleased to present a program to meet your specific goals. This initial proposal has been created to address your primary needs and concerns with regards to outsourcing employee relocation.

## THE FOLLOWING ARE OBJECTIVES OF OUR PROGRAM

- Recruiting Enhancement and Employee Satisfaction
- Simple Process Aligned with Corporate Budget
- Provide a Single Point of Contact
- Reduce Administrative Burden

Our mission is to provide the highest quality, innovative relocation program to service the mobility needs of corporate transferees. Our goal is to exceed each transferee's unique needs and expectations which will result in each transferee experiencing a smooth, enjoyable and rewarding move.

For more information or questions, please contact:

Annie Hamilton, CRP Vice President, Relocation Services O: 317.814.5247 C: 317-223-9777 annie@c21globalmobility.com

Olivia Zerr, CRP Relocation Coordinator O: 317.814.5562 C: 317-937-2112 olivia@c21globalmobility.com

# **OUR RELOCATION EXPERTS**

# Annie Hamilton, CRP

Annie has been in the real estate industry for over 25 years, and within the global mobility industry for 17 years. Her knowledge and experience has given her a very respected and well-known name and presence nation wide. Annie earned her Real Estate License and Certified Relocation Designation, and is the Vice President of Relocation Services for CENTURY 21 Global Mobility.

# Kristy Reilly, CRP

Kristy has been in the real estate industry for 30 years and the global mobility industry for 10 years. She has her Real Estate License and her Certified Relocation Professional Designation. She oversees all corporate home sales and corporate inventory homes, and is a key aspect to the relocation team.

### Olivia Zerr. CRP

Olivia recently celebrated 1 year in the global mobility industry. Previous to this role she was in school receiving her bachelor in Human Resource Management from Indiana University. She has since earned her Real Estate License and Certified Relocation Professional Designation, and is a Relocation Coordinator for the team.

# Jennifer Oldham

Jennifer recently celebrated 1 year in the global mobility industry. Previous to this role she was an elementary school teacher. She coordinates all internet leads, and works with all our military members, which we are so honored to help relocate!

# Nancy Dillon, SPHR, SHRM-SCP

Nancy Dillon, SPHR, SCP, is a certified Human Resources professional with over 25 years' experience at Eli Lilly and Company in leadership recruiting, employee benefits, employee relations and HR investigations. Nancy has also earned her Real Estate License, and is a Relocation Coordinator for the team.



Annie Hamilton, CRP



Kristy Reilly, CRP



Olivia Zerr, CRP



Jennifer Oldham



Nancy Dillon, SPHR, SHRM-SCP

# **SUITE OF SERVICES:**

### **DESTINATION RELOCATION SERVICES**

Pre-Move Consultation F

Relocation can be an overwhelming experience for a transferee. Our Relocation Department will ease the burdens by counseling the employee through the entire process.

**Customized Relocation Information** 

We provide the most extensive customized relocation information to every potential transferee/new hire. The packet is designed to educate the transferee on the city they are relocating to and includes information on city facts, communities, school systems, art, entertainment, sports, housing costs, apartments and much more. This also includes an employer customized resource website.

School/Daycare Information

Finding information on schools and daycare facilities can be a major concern for transferees. We provide the employee and their family with extensive information on the various schools systems and daycares and arrange on-site visits when requested.

Cost of Living Comparisons

Cost of living reports are customized to provide crucial facts to recruiters, hiring Managers and transferees on the differences in the cost of living in the departure and destination cities.

**Area Orientation Tours** 

Area orientation tours are designed to provide the employee and family with a positive understanding of the various communities, schools, city attractions and other areas of specific interest to the transferee. This is an outstanding service to provide to that potential new hire or transferee that is unfamiliar with the area.

**Home Finding Services** 

A crucial part of the relocation process is providing your employee with assistance in the purchase of the right home. After a needs assessment is completed with the employee, a highly experienced real estate agent is selected to assist the employee and their family.

# **SUITE OF SERVICES:**

Rental Assistance Our rental assistance program has been designed to

provide your employees who have rental needs the same level of quality service that is extended to those

transferees who need to purchase a home.

Temporary Housing Temporary housing is coordinated through our corporate

housing specialists utilizing cost effective and quality furnished housing. Customized services are provided to

meet each transferee's lifestyle and family needs.

Mortgage and Closing Assistance

Our mortgage and closing vendors are selected individually based on qualifications and performance

individually based on qualifications and performance history. Their expertise will be highly beneficial in offering attractive financing options for your employees.

# **HOME SALES ASSISTANCE**

There are several home sale assistance programs that our corporate clients can choose. Listed below are 3 Home Sale programs we offer to control costs and meet home sale needs.

Marketing Assistance

In situations where employees will not be receiving financial assistance from their employer, employees can benefit from home sale counseling and relocation marketing assistance. A Real Estate agent will be selected based on relocation experience and outstanding customer service skills to assist your employee.

**BVO**–Buyer Value Option

A program of choice for many corporate clients in today's real estate climate. In situations where employer covers the cost of home sale expenses for the transferee, the BVO program offers significant cost savings by eliminating the tax burdens such as gross ups which often accompany a direct reimbursement program.

Guaranteed Purchase Offer (GPO)

When an employer wants to take away the burden of home sale from their transferring employee, a home sale program is implemented and administered to control cost for the employer. With our partner, American Escrow and Closing, we handle the appraisal process, offer to employee and resale of the transferee's home.

# **EMPLOYEE REAL ESTATE BENEFIT PROGRAM**

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We are pleased to introduce you to an exciting New Employee Benefit Program. If you are planning a move, whether it is across town, to a new community, or a move out of state, CENTURY 21 Global Mobility is pleased to be the relocation specialist that is here to assist you and your family during your transition!

**CENTURY 21 Global Mobility** has been servicing buyers and sellers nationally for 40 years, therefore gaining insight to the well–established neighborhoods, growing new developments, school systems, retail and shopping areas, along with arts and entertainment. We specialize in corporate, individual, and family relocations, whether it is across town or across the country!

As part of your Employee Real Estate Benefit Program, we will help manage your move and we will provide personalized services based on your specific needs. You will also benefit from working with one of our *top real estate agents* within our offices or network, who specialize in your area of interest.

### **WE CAN ASSIST YOU WITH:**

Home Sale Assistance
Home Finding Assistance
Rental Assistance
New Construction Guidance
Community Information
Local School and Child Care Info

# OUR PREFERRED PARTNERS CAN ASSIST YOU WITH:

Transportation of Household Goods

Portable Storage Rental

Temporary Living Coordination

Managing Utility Connections and Setups

Mortgage Assistance

Best Regards,

# Olívia Zerr

Relocation Services Coordinator Olivia@c21globalmobility.com O 317-814-5562 C 317-937-2112

# **CORPORATE PARTNERSHIP PROVEN PROCESS**

EMPLOYEE /
CANDIDATE
INITIATED

> NEEDS ASSESSMENT

MATCH WITH AN AGENT

>

HOME FINDING / COMMUNITY / RENTAL TOUR

>

UPDATE













- You will email us the name, number, and email address of the candidate or employee who needs relocation assistance as well as any relocation benefits we should be aware of.
- This individual can be at any stage of the employment process.
- We can help anyone move anywhere in the Unites States through our broker network.
- Our team of specialists will contact the candidate or employee within one business day to gain some further understanding of their needs.
- This step varies significantly based off of the priorities of the individual.
- At minimum we can offer advice; at the most we can offer a full service move, temporary housing, assist with pre-qualification to buy, assign a real estate agent, and schedule house hunting.
- We have a wide network of quality relocation-trained agents.
- These agents must individually have at least 2 years of real estate experience, and understand that the partnerships we hold with our corporate clients are more important than anything.
- We match the individual with an agent based upon common interests and desired areas.

- This stage is for a candidate, renter, and/or home buyer.
- Candidate tour includes a tour of the community with an agent, often times not even viewing homes.
- Rental tour includes a tour of the community and visit apartments or rental homes with the agent.
- Home Finding includes meeting with the agent on a specific visit or regularly to view homes. Employee will have an online portal to view homes within their criteria.
- Candidate—we will update you within one business day of their visit to let you know how they liked the area, and if they see themselves moving.
- Renter—we will update you on if they found an apartment, if rental options were provided to them, and if they met with an agent for a rental tour.
- Home buyer—we will update you on their home purchase status.

Email: info@c21globalmobility.com Phone: 1-800-634-6099

# RENTAL ASSISTANCE PROGRAMS

# **Relocation Benefits for All Employees**

In today's competitive marketplace, attracting the best talent can be one of your biggest challenges. You work hard to ensure that your employees will truly benefit from the company's benefits package. Yet, when it comes to relocation, employees who rent vs. own are sometimes overlooked or neglected.

# Did you know that in today's market, over 60% of all transferees today are renters?

Of those 60 percent, 80 percent are new hires. As part of our commitment to superior quality service to the relocation needs of corporations and their employees, we make sure that all of your employees needs are met, whether they choose to rent or own a home.

Our Relocation Specialist will contact your candidate/transferee within 24 hours of notification and assess their individual living needs and desires for a place to call home. We'll then send a custom Relocation Packet, including information on apartment communities that fit their specifications so when they arrive to look for places to live, their time is spent efficiently.

# **New Hire Rental Tour & Program**

Living Needs Assessment

**Custom Relocation Information** 

Community Search / School Search

Area Orientation Tour (minimum 2 hours)

Rental Property Research, Preview Appointments & Lease Negotiation

Agent "Walk-Thru" prior to move-in to ensure everything is working and property is as stated in lease

HHG & Temporary Housing Coordination

Costs may vary per market area. A proposal will be done prior to determine exact cost.

Olivia Zerr
Relocation Coordinator
Olivia@c21globalmobility.com

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# **CANDIDATE TOURS**

CENTURY 21 Global Mobility has been offering candidate tours to local Corporate Clients for 25+ years. Our Relocation Trained Real Estate Agents are extremely knowledgeable area experts. We believe everyone should #LoveWhereYouLive!

Our agents will pick your candidate up from their hotel, your office, or anywhere most convenient for the candidate. We tailor specifically to the needs of the candidate, so your length varies, however we do suggest allowing 2-4 hours for the tour in order for the candidate to get a full understanding of the areas and not feel rushed.

The candidate tours are complimentary and part of our overall partnership. We recognize that the goal is an unbiased tour of the surrounding area. Our goal is not to sell the candidate a home during the tour, but instead to showcase what it would be like to live and work in that specific location.

# PREFERED CANDIDATE INFORMATION

(If applicable)

- Candidate name
- Candidate contact information (phone number and/or email)
- Position candidate is interviewing for
- Dates of planned visit
- Location of interview
- Hotel accommodations
- Rental car accommodations

# **OUR PROVEN PROCESS**

- Candidate information is emailed to info@c21globalmobility.com
- 2. We will reach out to the candidate to do a complete needs assessment
- We hand select a top performing relocation trained agent to connect with the candidate and schedule a tour
- 4. We follow up after the tour to provide any valuable feedback we receive from the candidate, including any barriers to overcome in order to relocate.



Indianapolis agent Sharon Bulmann discusses the benefits of Candidate Tours

Link to view:

https://www.youtube.com/watch?v=pgZBkbhG35A



We hope to partner with you in the months and years to come, and deliver extraordinary experiences along the way!

Clickable PDF Links (Web View Only)

Visit our website at: <a href="www.c21globalmobility.com">www.c21globalmobility.com</a>
Link to Candidate Tour Youtube Video: <a href="https://www.youtube.com/watch?v=pgZBkbhG35A">https://www.youtube.com/watch?v=pgZBkbhG35A</a>
Follow us on LinkedIn: <a href="mailto:@c21globalmobility">@c21globalmobility</a>
Follow us on Facebook: <a href="mailto:@c21globalmobility">@c21globalmobility</a>

Interested in following our Indianapolis area Instagram? Search @c21scheetzrelo on Instagram and click follow!

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November 10, 2016

To Whom It May Concern;

USI Insurance Services LLC, has had CENTURY21 Scheetz as our single source relocation partner since 2002. I have had the pleasure of working directly with the CENTURY21 Scheetz team since I joined USI in 2004. The level of service and attention that our employees receive has always been outstanding. CENTURY21 Scheetz has always provided white-glove service to every employee that we have connected with them for services. This high level of service has been a constant since I have been partnering with them.

CENTURY21 Scheetz always looks out for the employee as well as works within the relocation plans that USI Insurance Services LLC has in place, but is nimble enough to discuss with USI directly if any exception can or should be made. USI Insurance Services LLC is always apprised in a timely manner to the status of all the relocations that are in motion. The relationship with CENTURY21 Scheetz is a true partnership.

All of our experience with CENTURY21 Scheetz has been very positive, and we have always have successful relocations with them. I do not hesitate at all to recommend entering into a partnership with them for relocation services. They are very knowledgeable, and don't mind educating both employees and the company to best practices, and most important provide top notch services to the employees who are moving and make them feel secure in the process.

Sincerely,

Sandi Smith

Sandi Smith

Corporate Human Resources Generalist



November 8, 2016

### To Whom It May Concern:

Annie Hamilton and the Century 21 Scheetz team have provided relocation services for Delta Faucet Company for approximately two years. Annie and her team have gone way above and beyond my expectations in order to make our new employees and their families feel welcome, both to Delta and the Indianapolis area. The most important thing is Annie does everything with a smile on her face and a style that puts people at ease.

Not only has she provided spent countless hours showing our employees around to learn more about the area, helping them find housing, school districts and navigating the complexities of relocation, she has provided outstanding assistance for international employees that are new to the United States. She works with them to secure banking, social security numbers, transportation and many other things that these employees need and I just simply do not have the capacity to do. She even spends much of her "off hours" time showing our employees the cultural aspects of the community so they can become acclimated more quickly to central Indiana.

I know when I call Annie, our new employees will be in extremely good hands. In addition, I know she will check in with me to let me know if there are issues of which I need to be aware. Relocation is a challenging time for new employees; Annie and her team are a great resource to help them get their career off to a great start. I would be happy to provide any other information you may need regarding my experience working with Annie and her team.

Sincerely,

Jill Luczkowski

Human Resource Manager Delta Faucet Company

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