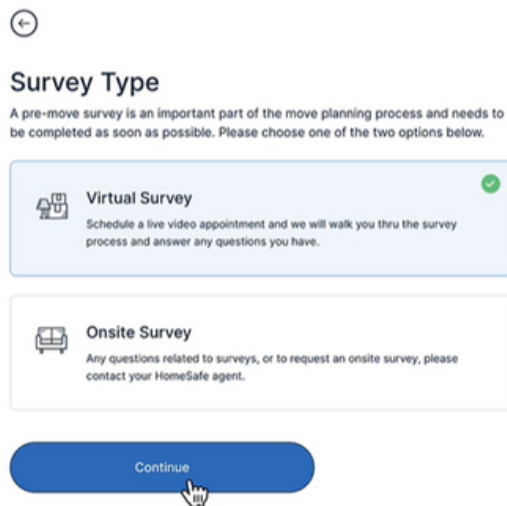


Pre-Move Survey

Before your belongings are packed and moved to your new home, you will participate in a pre-move survey to help us plan your move efficiently. The survey's primary purpose is to determine the weight, volume, and special requirements of your belongings. The process is quick and easy: It should typically take 30 minutes to one hour.



Survey Type

A pre-move survey is an important part of the move planning process and needs to be completed as soon as possible. Please choose one of the two options below.

Virtual Survey
Schedule a live video appointment and we will walk you thru the survey process and answer any questions you have.

Onsite Survey
Any questions related to surveys, or to request an onsite survey, please contact your HomeSafe agent.

Continue

Using our *HomeSafe Connect* platform from any internet-connected device, you will choose a convenient survey method, either a virtual or on-site option. Then, you will schedule your survey date and time.

Benefits of Going Virtual:

Convenience

- You can schedule a virtual survey at a time that best accommodates your schedule.

Clear Documentation

- Virtual surveys support documentation via time-stamped, high quality video recordings.
- Captured data from virtual surveys is immediately stored, structured, and shareable to minimize error or loss. We use the highest security standards to ensure your information is protected.

Privacy

- The virtual option does not require a service provider to enter your home to complete the survey.

Your Pre-Move Survey Options

Virtual

On-Site

Virtual Survey: Video Call - You schedule a video call with one of our highly trained surveyors. The HomeSafe expert will virtually analyze each room in your home to assess the number and size of your items. The surveyor will note fragile or high value items, determine any special packing requirements and ask if you have any Pro-Gear or Spousal Pro-Gear. Please note, you must have camera accessibility to participate in this video call.

On-Site Survey: In Person - You can choose the on-site survey option. You will schedule an appointment for an expert to physically visit your home and walk through each room to examine your belongings. The surveyor will determine the number, size, and special conditions of your items and inquire about Pro-Gear or Spousal Pro-Gear.

Next Steps After Your Pre-Move Survey

Survey Results: Once your pre-move survey is complete, use *HomeSafe Connect* to review your items and their estimated weights. Ensure all items from every area of your home (attic, basement, sheds, etc.) are accounted for. Report any discrepancies or missing items to HomeSafe Customer Care.

Weight Wizard: If your pre-move survey results show an estimated weight above your entitlement amount, you can make adjustments in *HomeSafe Connect* using our Weight Wizard. This interactive tool allows you to subtract items up to 5 days prior to your scheduled move date to stay within your entitlement and avoid out-of-pocket expenses. If you need to add items, you can call Customer Care.