



# Pre-Move Survey

Before your belongings are packed and moved to your new home, you will complete 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 for your belongings. **The process is quick and easy - it typically takes 30 minutes to one hour.**

## 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.

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

## Pre-Move Survey Options

### Virtual

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.***

### In-Person

You can choose the on-site survey option, where an expert will 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 you do not need HomeSafe to move - up to 5 days prior to your scheduled move date - to stay within your entitlement and avoid out-of-pocket costs. If you need to add items, please call Customer Care.