

*World Wide
Relocation Services*



CHOICE
RELOCATION MANAGEMENT L.L.C.

RELOCATION SERVICES' PROPOSAL

March 14, 2011

For

Government Agencies

World Wide
Relocation Services



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RELOCATION MANAGEMENT

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To Whom It Many Concern:

We are excited about the opportunity to work with you and your company. Our company is made up of a hand picked group of relocation professionals with years of experience. We conduct our business the old-fashion-way based upon honesty, integrity, loyalty and a commitment to provide the highest level of dedication to our client, the transferee and their relocating family members. Our team of professionals works hand-in-hand with our vendor partners who have been chosen to be part of our team as they have the same commitment to provide seamless top quality service at a reasonable price.

This document will outline the various relocation services, benefits associated with Choice Relocation Management (CHOICE). We will complement the services you provide to your employees and maintain the highest quality relocation programs for the various government agencies that select our company.

The Top 5 Reasons Why Choice Relocation Management Should Be Your Choice

1. Because you care about how your transferees are treated.

Choice Relocation's counselors and management care as much as you do. Our business model is built on our commitment to the counselors for no work overloads to ensure superior, personal service to you and your transferees. As business regains the momentum of the past we will hire additional counselors to take care of the increased relocations. We are fortunate to know several individuals who welcome to join with us to service the needs of our clients.

2. Because you expect Choice Relocation Management to be your resource for all relocation issues and services.

When you chose Choice Relocation, you gain a team with the experience, knowledge and innovation to not only manage your relocation business but to also solve your relocation dilemmas. Our expertise in the industry is well documented and is backed by the finest tax and legal experts as our resource and yours.

3. Because “Bells and Whistles” are just that – “Bells and Whistles”!

Many will tell you that a home needs some “Bells and Whistles” in order to sell in a competitive real estate market. That may be true, but today, those same properties must pass a buyer’s home inspection and therefore every aspect of the home must be solid from the foundation to the top of the roof...

Choice Relocation focuses on the basics of service principals: knowledge of the product, prompt response, attention, follow up, follow up and more follow up until the job is done! This means to you, the client, that proper procedures are followed to ensure compliance with your policy and with the tax and legal guidelines to protect your transferee and your IRS obligations. It means to your transferees that they have the time and attention of their counselor who will be their advocate in the relocation process!

4. Because we pay attention to the details so you don’t have to!

What does that mean to you? It means we will be careful and thorough in our review and reporting of transferee expense reports so you will not be concerned if those expenses are reviewed in an employment audit. It means we will answer questions and explain the tax gross-up assistance for each transferee and his or her tax professional!

It means we all know and understand the rules and guidelines for a properly structured home sale program and we will follow those rules for your protection!

It means that we do not just “process” invoices from the vendors involved in relocation, but we diligently review and challenge if the amounts are not correct. That process alone has saved thousands for our clients.

It means we will select vendor/partners who have the same commitment to detail and service as we do and we will hold them to our mutual standard.

5. Because we know no other relocation company is more committed to guarding our clients’ “bottom line” than we are!

Doesn’t everyone claim this? Can everyone “prove” it?

We know that our company does NOT add extra dollars to the invoices and charges from the vendors we work with, nor do we “average” or round off charges for overnight mailing or home insurance on our properties! All services

are negotiated to obtain a fair price for our clients while assuring the provider can perform at a high service level.

We know we do NOT charge our vendors a “surcharge”, “a fee for connecting online to our system”, nor do we ask them to send us rebates from the business we send. The only exception to this is the collection of referral fees on real estate sales and an administrative fee from the van lines.

The most compelling evidence, however, relates back to our attention to detail. Mistakes happen every day in this business whether it is a Settlement Statement incorrectly prepared or a company paying bills for your properties. We have had the experience of reviewing other company’s final home sale invoices and the errors we found surprised even us! We were surprised to observe that home owner’s insurance and condo maintenance fees were being paid months after the property was closed! A simple audit could have caught these mistakes and others, but who pays for them?

Choice Relocation Management and our vendor partners have a commitment to take responsibility for our actions! You won’t see unauthorized charges on your bill even if there was a mistake. It is NOT your problem; it is ours! This is how our people have always operated and it is a core value we bring to our clients!

Services we can provide include:

1. Home Marketing and Home Finding Assistance
2. Expense Management
3. Coordination of Household Goods move management
4. Mortgage Placement
5. Temporary Housing
6. Rental Services
7. Home Sale Programs
8. Broker and Appraiser selection
9. Technology
10. Other services as agreed

1. Home Marketing Assistance

The goal is simple....

The highest sale price for your home within the timeframe of your move.

.....Getting there isn’t always easy.

Through its Marketing Assistance program, CHOICE provides the expertise of a personal Relocation Counselor (RC) - with years of experience in selling hundreds of homes like yours - to act as your advisor during the entire sale process. During each critical step, the RC is there to answer questions, offer expert real estate advice and help manage the process on your behalf.

Program benefits include:

- **Objective Review** of market data related to the value and sale of your home.
- **Expert Advice and Guidance** in agent selection, marketing decisions and sale negotiations.
- **Continual Monitoring and Analysis** of the listing agent's performance and market trends.
- **Management of the Sale Process**, making sure those important details are tended to.
- **Time Savings / Prudent Decisions**. Marketing Assistance saves you valuable time and helps assure you make good decisions in the sale of your home.

Here's how the program works:

Step 1: Initial Agent Selection

The right agent, with the right background, can make all the difference in selling your home at the best price. Your RC will work with specialized Relocation Departments in local real estate firms to identify and interview agents that meet strict criteria for selection qualification. Two agents from different firms will be identified for your approval.

Step 2: Marketplace and Value Analysis

Each agent will be asked to complete a detailed market analysis of your property. Your RC will review each analysis and suggest an initial list price and marketing strategy for your consideration.

Step 3: Listing Agent Selection

Based upon each agent's market analysis, background, responsiveness, knowledge and professionalism, your RC will recommend one of the agents for awarding your listing. You may select either agent, or recommend an agent of your own. The choice is yours, but the support of your RC is always there.

Step 4: Marketing Management

Your RC will work diligently on your behalf, monitoring the agent's performance, evaluating market conditions and providing guidance to you along the way.

Step 5: Offer Negotiation / Sale Coordination

Your RC will assist you in sale negotiations and help you and your agent with any special sale requirements related to your relocation.

Home Finding Assistance

The same expertise and advice in selling your home is also available when buying your new home. Key benefits include:

Needs Analysis

Many people "replace" their old home in the new location without considering if their lifestyle or housing needs have changed. Your RC can help you review your new home criteria so that your agent can have homes ready for you to see when you arrive.

Area Information

Your RC will work with local real estate firms to provide new area information based upon your needs. Have a school issue or special need? Let your RC coordinate research on your behalf.

Agent Selection and Management

Some agents specialize in listing homes– others in Home Finding. Your RC will work with Relocation Directors in local firms to find the right match for you AND will monitor your satisfaction with the agent and their performance.

Buyer Education

Understanding the concept of “Buyer Agency” helps you get the most from your Home Finding experience. Your RC can help with this and other concepts in real estate that you may not be familiar with.

Managing Details and Making wise Decisions

Perhaps one of the biggest challenges during relocation is taking care of all the details involved in selling and buying a home, while assuring that you’re making good decisions along the way.

CHOICE will provide the real estate expertise, advice and process management to help you successfully sell your current home and find the right home in your new location. You are encouraged to take advantage to fully utilize the benefits of these programs during your relocation.

2. Expense Management

The Expense Management service allows the Company to use CHOICE as an extension of the Human Resources Department. CHOICE will explain the relocation benefits to the employee, coordinate the delivery of benefits, review relocation expense reports for compliance and submit the approved payments, complete with tax gross up, to Payroll for payment to the employee. CHOICE will adhere to the company’s guidelines in administering the relocation policy.

Standard Procedures

- Review and approve all expense reports and distributions of approved allowances
- Categorize all expenses as taxable, excludable (*both reportable and non-reportable*)
- Submit detail expense reports to the employee, Human Resources and payroll transmissions to Payroll
- Provide Year End “true-up” of tax allowances for W-2 Reporting and gross-up savings to the company
- Provide Year End Relocation and Tax Summary reports for each transferee
- Provide Summary reports of relocation expenses by benefit category
- Provide notification of tax law changes as they relate to employee relocation expenses

Standard Reports

- Payroll Transmission Reports: *Sent in accordance with the Company's Payroll Schedule: weekly, biweekly, bimonthly, etc.*
- Expense Detail Reports: *Individual reports sent to HR and the transferred employee*
- Year End Summary of Relocation: *Prepared for Payroll, HR and employee*

Custom Reports Selected by the Company to meet HR and Management needs

- Expense Summary by Category
- Total Move Expense Summary by Category by Employee
- Year End Gross-Up Summary
- Combined Total Move Expense Summary
- Expense Reports by Division or Cost Center

3. Household Goods Move Coordination

CHOICE will coordinate the household goods move through one of our preferred Household Goods providers or through a vendor you want us to utilize. Should an estimate be required then Choice will assist in scheduling a convenient time for the transferee. If there are exceptions to policy Choice will contact the Company for approval or denial. Any extra service that is not a part of the standard policy must be approved in writing or it will not be submitted for payment. The final invoice will be sent to CHOICE for review before sending it to the Company for payment. This procedure allows a comparison between the survey estimate and final amount due.

4. Mortgage Placement

As soon as possible the Relocation Counselor will provide the transferee with the contact information and to review the significant benefit available for them by utilizing our Preferred Mortgage Program. We will encourage the transferee to initiate the mortgage process early-on to eliminate last minute qualifying issues. In addition, the transferee will be in a much better negotiating position knowing exactly how much they qualify for and what type of mortgage is best for them.

5. Temporary Housing

CHOICE will assist the employee in finding acceptable, temporary living accommodations that conform to company guidelines. Every effort will be made to find comfortable, convenient and economical housing. It is our practice to try to offer several choices, when available.

6. Rental Assistance

Providing a high level, high-touch service to non-homeowners is important to us. The counselor offers rental advice and particular information specific to the needs of the relocating renter. Our practice is to make sure each transferee that plans to rent receives

a complete package of information on the new location including maps and rental information. We also inform them of reliable Internet sites that offer comprehensive information on apartment buildings, often with virtual tours of the complex and apartments.

In many cities, we can identify free services with rental counselors who can answer their questions and a few who provide tours at no cost. Much of the time, the employee is able to locate satisfactory housing in a short period of time. However, there are many occasions and locations where paid rental assistance is advisable. When that happens, CHOICE can make the arrangements with the client's prior approval. The cost for most tours ranges from \$300 to \$750 per day (excluding NYC). Most of the time, only one day is necessary to give the transferee an overview and focus on the areas that meet their needs. If the transferee is looking for a single-family home to rent, that often takes longer. First Merit

7. Home Sale Programs

Choice will follow the established home sale program guidelines and procedures that will be further defined in the Relocation Agreement between Choice and Baker & Hostetler LLP. These home sale programs will be the Buyer Value Option (BVO) and an Amended Value Sale (AVS) with a Guaranteed Offer. This will ensure a continuation of the same home sale policies by assisting the transferee in getting the home sold in the shortest time, at the highest price with the fewest inconveniences.

8. Broker and Appraiser Selection

In order to qualify for our business, a broker must meet or exceed the following criteria:

- Be a member of the Employee Relocation Council
- Maintain a reasonable market share
- Provide rental information and resources at no charge (rental tours may be fee based)
- Have a full- time relocation department that:
 - Manages inventory properties
 - Has knowledgeable and service-oriented staff
 - Offers area counseling and orientation tours
- Maintains experienced, relocation-trained agents with appropriate selection methods
- Focuses on quality service to the relocation client

CHOICE believes the real estate agent is one of the most critical elements in the success of the relocation. To be considered for our business, an agent must meet certain criteria and be interviewed by the counselor. We always reserve the right to veto any agent the broker selects to handle our assignment. We also make it clear to the employee that he or she can ask for a different agent anytime, for any reason. Our listing exclusion clause states that the listing can be canceled for failure to perform to the expectations of

CHOICE or the seller. With a home finding agent, we do not recommend that the employee sign any document that obligates him or her to a specific broker.

Prospective brokers and agents must complete an information package and pass our screening and interviewing process to be considered for our business. If they meet the criteria and their references are validated, they are eligible for business opportunities. Brokers and agents maintain their eligibility by meeting the service expectations of CHOICE, our transferees and clients. Neither brokers nor agents can join up for our business. We do not charge a membership fee nor do we sell them training. They obtain our business the old fashioned way ... they earn it!

Appraisers qualify to work with CHOICE based upon a personal interview with a counselor or higher-level staff member, utilizing the following criteria:

- Must be licensed
- Must be a full time appraiser with two years minimum experience
- Must have at least one year experience with the ERC appraisal format
- 30% or more (depending upon location) of their business should be relocation
- 70% of their business should be residential
- ERC member strongly preferred
- Must have access to local market data including MLS
- Must have one of the following designations: MAI, RM, SRA, SRPA, SREA, ASA, FASA, IFA, IFAS
- RAC membership is given preference on all lists
- Fees must be reasonable

Upon qualifying, appraisers are selected for the list on the basis of:

- Track record
- Area coverage
- Must have no relationship to the employee
- Must have no association with the property in the last six months
- Must be available in peak periods
- Preference is given to appraisers who are able to transmit appraisal reports electronically.

Evaluating the brokers and agents is an on-going process. Should unsatisfactory service be reported, the concern is shared with the broker to determine what went wrong and why. After careful review we make the decision to accept corrective action or use an alternate agent and/or broker and monitor their service delivery system. Removing an agent from our list can happen with one complaint depending on the circumstance. A broker, however, may be given more opportunities if their agents perform up to expectations.

Once an appraiser has qualified for an assignment, he or she is monitored on the basis of accuracy, timeliness/responsiveness, thoroughness of the report, demeanor and

professionalism in dealing with the employee. While all categories are important, accuracy of the appraisal is given the highest weight, with a variance of plus or minus 4% deemed acceptable. A 5% variation may put the appraiser on probation with a warning to improve or be withdrawn from the list of approved appraisers. Special circumstances, however, are considered when making these decisions. If an employee turns down offers that were within range of the appraiser's value and the house ultimately sells for much less, the appraiser is not held accountable. Ultimately the appraiser's track record in all phases determines that person's standing.

9. Technology

Our MoveTrack system was developed using Microsoft development tools. The system manages all aspects of the relocation process and is flexible enough to manage each corporate client separately, using terms pertinent to each client. MoveTrack is completely integrated with policy management, homesale, home finding, household goods, cost tracking, gross-up and accounting functionality. The system also integrates Microsoft Office products including Word, Excel and Outlook. There are numerous system reports (payroll, budget, expense detail reports, homesale, inventory, etc.) that can be prepared and emailed to you on a monthly or quarterly basis.

MoveTrack has a proprietary report writer using Active Reports 2.0. This feature gives each team members the ability to create ad-hoc reports using any set of fields in the system that would be useful to Ben Venue. In addition, customized reports can be designed and produced without charge provided the development team can produce the report without investing more than five hours. If however, more than five hours are needed, CHOICE reserves the option to pass along the per hour charge of \$150, but only with prior approval. CHOICE has a variety of reports that will be customized to meet specific needs. They include:

ACTIVITY REPORTS

Monthly Home Sale Activity Report – This report is submitted on a monthly basis and details the progress of each transferee's home sale. If desired, we can generate a separate report for each transferee that provides additional commentary.

Property Cost Report – This is a standard quarterly report that provides all details of the client's home sale costs. Typically, inventory and pre-market sales (Amended or BVO) are presented separately and the results are evaluated both separately and combined. This report is reviewed at quarterly meetings and is a good measurement of containing our clients' costs.

Property Cost Summary – This is a standard yearly summary of a client's home sale activity and costs compared year-to-year.

AD-HOC REPORTS

As stated previously, we will customize all reports required by Ben Venue. However, special reports will be provided at any time, as requested. You only need to tell us what

you want and we will be glad to provide it in the format requested. This is our standard procedure.

Our MoveTrack program offers two web-based views into our system:

CPort – our client portal allows our corporate client to view service data elements for each transferee, monitor costs and run reports as well as data charts.

TransPort – our transferee portal gives transferees the opportunity to monitor the service elements of their own move(s), submit expenses online, view expense payments and status and communicate with the counselors from anywhere they have internet access.

Both cPort and TransPort can be accessed anywhere the user has access to the Internet and Internet Explorer 6.0 or higher. No other software is required and each user is given a secure login and password.

10. Other Services

Should additional special relocation services and benefits be requested they will be made available to the Company. Additionally, International Relocation Services may be requested from time to time, these too will be handled with the same service quality that sets Choice Relocation Management, LLC apart from the rest. Please let us know if there are other services you want us to perform.

Lastly, no one person makes a team rather a dedicated group of professionals all having the same focus and attention to detail. By being committed to deliver the best possible service we are the “choice” in relocation services.

Thank you, in advance, for your consideration.

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