



Our flexible host country services help your assignees move into their destination locations while making the assignment less complex for your organization.

Helping Your Assignees Ease into Their New Locations

Our Host Country Services guide your assignees in their search for the residence, schools, and leisure activities that will help them settle in quickly and with ease. Gaining this trusted guidance leads to a successful assignment for them and ensures assignment success for you.

Flexible Solutions for the Assignees and Families

Cartus' comprehensive menu of Host Country Services offers a combination of home finding, area orientation, settling-in, and school finding, plus an ongoing, six-month telephone support line. Our mobility professionals carefully tailor these programs to meet individual assignee and family needs.

Also included in the Host Country Services offerings are:

- Forced moves for expats, which includes assistance with lease terms and cancellations and home finding
- Local in-country/in-region moves, which include home finding and settling-in assistance

In addition, these services can be provided either by our Cartus-owned destination services resources (iDSPs) or by destination services providers (DSPs) that are members of the Cartus Global Network depending on location. Our global Supply Chain Management team selects and manages the network suppliers according to ISO-certified processes. After carefully choosing the destination services suppliers, we establish contract terms and performance metrics and continually monitor these indicators.

Features and Benefits of Cartus Host Country Services

- **Choose only those services you need:** Cartus offers multiple program options so we can align our services to your individual needs and budgets. We can also customize programs for specific assignee types and demographics.
- **Deal with a single service coordinator:** We reduce points of contact for your assignees, efficiently integrate destination services components, and reduce your administrative cost through consolidated bill payment and invoicing.
- **Enjoy service availability anywhere in the world you need it:** We offer Host Country Services in over 160 countries worldwide through either our in-house iDSPs or Cartus Global Network DSPs.
- **Receive the quality of services you require:** Because of our leverage and influence, your assignees receive enhanced performance and priority service from our suppliers. Our Cartus Global Network providers are an extension of Cartus and perform according to the same standards you hold us to.
- **Contain your benefits cost:** Our leverage provides the most favorable pricing in many areas, value-added services, and improved cycle times.

trustedguidance

– for every move you make™



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Host Country Services Menu

Whether you choose the total array of Host Country Services or individual program components, you can build a destination services program that meets both your assignees' needs and your budget.

Total Support Program	Cartus' Total Support Program features a comprehensive combination of the area orientation, home finding, lease negotiation, and settling-in program, plus ongoing assignment support featuring a telephone support line for six months. We carefully tailor this offering to meet the assignee's and family's specific requirements.
Pre-decision Orientation	For assignees who have accepted or are considering an international assignment, Cartus offers fully accompanied, pre-move familiarization tours to identify potential communities, examine schooling options, and provide preliminary home viewing in the new country.
Home Finding	The Home Finding program focuses on helping the assignee and family select appropriate housing while on assignment. Our structured program offers relevant country information and personal guidance. We help your assignees organize and execute their move by accompanying them or coordinating the entire home finding process. We create a home search itinerary to view properties that meet the assignee's budget and lifestyle requirements and provide lease negotiation and a final property walk-through.
Settling-in	Cartus offers Settling-in services designed to assist assignees and their families during the critical early phases of the transition. Items covered include purchasing local goods and services, utility hookups, securing driver's licenses and other local registrations, and managing day-to-day living in the new country.
School Search	Through our International Educational Counseling and Placement program, we can help assignees with finding and placing their children in a school that meets each child's unique profile. Families are counseled to understand the complex differences that exist among educational systems and adjust to new educational environments.
Tenancy Management	Our highly customized Tenancy Management services assist the assignee and family in managing the complicated details associated with renting a home in the host country, including assistance with signing a lease, payment of rent and security deposits, and reimbursement for ongoing utility payments. For assignees who need assistance with payment of the first month's rent and security deposit, we offer a Tenancy Administration program.
Post Property Support	Once the assignee and family move into their home in the destination location, we provide post property support as needed. This could include any assistance with issues affecting the property.
Post Settling-in Program	Much like post property support, we offer assistance to the assignee and family for non property related issues.
Departure Services	Our specialized Departure Services provides expert guidance to the assignee and family relative to the cumbersome tasks associated with leaving the host country at the end of the international assignment. As a result, your assignee can focus on the new challenges associated with re-entry back home or settling into a new host country.

For more details on our Host Country Services, please contact your Cartus representative or email trustedguidance@cartus.com

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