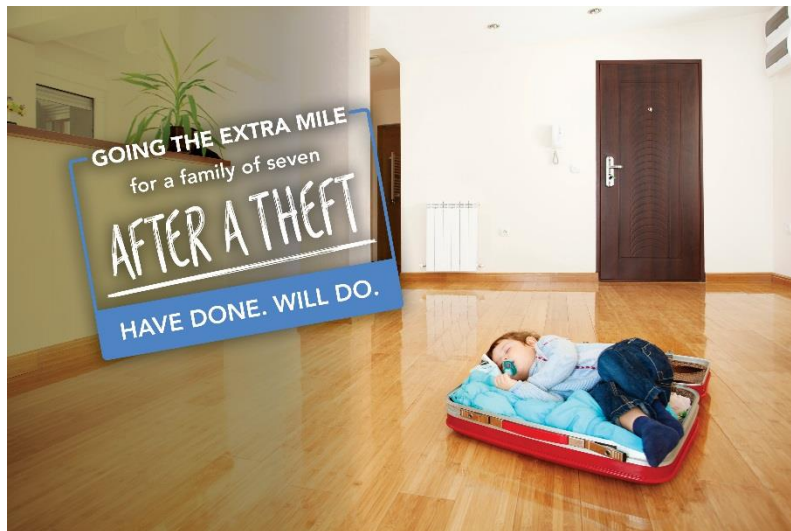


HAVE DONE. WILL DO.



SUPPORT EVERY STEP OF THE WAY



Relocating a family of seven across the U.S. is challenging enough. Couple that with a theft of all their possessions, and it makes for a relocation nightmare. With empathy and a sense of 'we're in this together-ness', Mary, the Cartus Real Estate Coordinator, went beyond her role and did all she could to fully support the family through a very challenging time.

The relocation was going smoothly, with Mary guiding the military family through the home finding

process. Of course, relocating a couple with five children from California to Texas was never going to be easy, but having enrolled in the **USAA Real Estate Rewards Network**, a program that helps past and present U.S. military, they soon found a home that they liked.

While staying in a local motel in Texas, however, waiting for their home to close, **the family was left devastated by the theft of their entire moving van.** Full of furniture, belongings and memories, including the husband's military uniforms, they were left with nothing to bring to their new home.

When Mary and the rest of the Cartus Affinity USAA team found out what had happened, they wanted to help the family – **to go that extra mile, letting the family know they weren't alone.** The team held a collection among Cartus employees, to help the family try to replace some of the items they had lost. Mary and Jane, Cartus Director of Operations, visited them in person to offer the donation and to see if they could help in anyway. Thankfully, sometime later, police were able to recover most of the family's belongings.

Despite the challenges they had faced, the USAA member and his family completed their relocation and settled into their new Texas home, knowing that **Cartus had been with them every step of the way.**

WANT TO READ MORE STORIES LIKE THIS?

No matter how complex the relocation challenge, or how unusual the request, Cartus will find the solution that's right for you. Because in 60 years, we've found solutions for just about everything. Visit www.cartus.com/havedonewilldo to see how our "Have Done, Will Do" approach has translated into customized solutions that meet the unique needs of our clients and their transferring employees around the world.