



# Customer Expectations

## What You Can Expect Before Your Move:

- HomeSafe Alliance will provide you with a single point of contact to answer your questions or assist with making changes to your move. If your representative is unavailable, another Customer Care Specialist is ready to assist 24/7.
- You will receive electronic instructions to create a secure account in *HomeSafe Connect* where you will initiate counseling, schedule your pre-move survey, and monitor the status of your move.

## What You Can Expect From Your Service Provider at Origin:

- Treat your family, home, and belongings with respect.
- Arrive and begin packing between 8:00 a.m. and 5:00 p.m. No service should begin that cannot be completed by 9:00 p.m. without prior approval from the government.
- Prepare an accurate electronic personal property inventory, identifying high-value items, firearms, guns safes, required medical equipment, and professional gear as applicable.
- Disassemble items as needed to ensure safe transport. Outdoor items such as swing sets, playground equipment, televisions, and similar articles must be disassembled and cleaned prior to the Service Provider's arrival.

## What You Can Expect at Destination:

- *HomeSafe* will do the following:
  - Notify you at least 24 hours in advance of shipment delivery.
    - Upon notification, please contact Customer Care to confirm your availability to receive your shipment.
- Your *Service Provider* will do the following:
  - Arrive and begin delivery between 8:00 a.m. and 5:00 p.m. No service should begin that cannot be completed by 9:00 p.m. without prior approval from the government.
  - Upon your request, unpack and unwrap all cartons, boxes, and crates and provide a one-time placement of items.
  - Re-assemble any items that were disassembled by the origin service provider as indicated on the descriptive inventory.
  - Remove all packing materials/debris on the day of delivery (unless unpacking was waived by you).
  - Verify the condition of items listed on the inventory while the items are unloaded from the delivery truck.
  - Provide a mutual record of any loss and/or damage in the *HomeSafe Connect Go* app at the time of delivery.