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Garland , TX 75041

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10901 Tanner Road
Houston , TX 770417105

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6421 Roy Richard Drive, Ste. 200
Schertz , TX 78154

(800) 332-2449

Graebel of Texas 36367

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C o u n t d o w n t o M o v e D a y

Move day may seem far away,
but it will be here you before you know it!

Don't get caught unprepared.

The key to a successful move is relying a professional moving company and successful planning on your part. To help you plan, this checklist shares suggested steps and timing based on Graebel's more than 50 years experience helping families move across town and around the world. Please take your special needs into consideration and add steps, if necessary.

Thank you.

GRAEBEL. PEACE OF MIND. WORLDWIDE.™>>>

8 WEEKS

Before Your Move



- Obtain a floor plan of your new residence and decide what household items you want to keep.
 - Contact insurance agent to determine if your items are covered when moving.
 - Establish a file for all move papers and receipts.
-

8
WEEKS

- Search for healthcare professionals in your new location.
 - Fill out post-office change-of-address cards.
 - Secure copies of irreplaceable items; family videos and photo negatives
 - Send your new address to anyone who might need it – insurance agents, credit card companies, magazine subscriptions, friends, relatives, etc.
 - Clean out closets and dispose of all items that you will not be taking.
 - Have antiques appraised for valuation purposes.
 - Hold a garage sale for items you don't plan to take, or donate them to charity (obtain a signed receipt for tax purposes).
-

6
WEEKS

- Arrange to have utilities (e.g., gas, electric, phone, cable, water, etc.) disconnected from your old home after Move Day and connected at your new home on or near Delivery Day.
- Prepare all car registrations and insurance records for transfer.
- Notify the state Department of Motor Vehicles of your new address.
- Arrange for child care on move day.
- If necessary, reserve any apartment elevators that will be needed on move day.

3
WEEKS

2
WEEKS

- Fill out a Gypsy Moth Inspection Report (enclosed if it applies to your area).
 - Arrange for transfer of jewelry/valuable documents (remember that Graebel cannot transport these).
 - Obtain all medical and dental records, especially children's immunization records.
 - Arrange for your children's school records to be transferred.
 - Make travel plans and reservations.
 - Use up existing food supplies.
 - Dispose of all items too dangerous to move, including flammable liquids.
-

1
WEEKS

- Have your car serviced – if it is going to be transported in the van, reduce the gas level to one-fourth of a tank prior to move day.
- Confirm your delivery address, en route phone number, and expected time of arrival at destination with Coordinator.
- Close charge accounts, transfer bank accounts, and release safe deposit boxes.
- Arrange for shipment of pets.
- Set aside items to take in the car and mark them "Do Not Move."
- Consider packing special travel games.
- Take down curtains, rods, shelves, etc.
- Discontinue regular home-delivery services (e.g., milk, newspaper, etc.).
- Confirm travel plans, especially hotel/motel reservations.
- Make sure you have enough medication to last at least two weeks, and forward prescriptions to a pharmacy at your new destination.

Additional Reminders

- _____
- _____

Moving and Delivery Day

Pack Day – 1 Day Before Your Move

- Empty, defrost, clean and dry refrigerator and freezer.
- Be present to answer the Packing Crew's questions.
- Designate those items you would like included in our Welcome Home® service. (min 5000-lbs)
- Finish any packing you've decided to do personally.
- Remove from the residence any valuable(s) (jewelry, vital documents, money, etc.).

Your Graebel WorldWatch® Card!

Keep this card with you at all times....
This 24-hour toll-free connection is as close as the nearest phone. Call us – we're here to help.

DON'T FORGET! Before you leave:

Pack a Snack – Break up the trip with occasional stops or, when stopping isn't convenient, break out the snacks.

Phone Ahead – If your move is going to take more than a day, be sure to phone ahead for hotel reservations.

Drive Safely – And have a good trip.

Move Day

- Go over the entire countdown list.
- Be present to answer the Moving Crew's questions.
- Your Driver is authorized to open, inspect, and re-pack (if necessary) any containers packed by you that don't seem safe for transport – this can result in additional cost.
- Check Inventory List to be sure everything you want in the van is included.
- Be sure you exchange destination phone numbers with your Driver.
- Check the Driver's Bill of Lading to verify that the following information is correct: transit protection, delivery address and/or notification phone number, and probable delivery date or date spread.
- Notify your Driver and Coordinator as to how you can be reached during the move.

Take a Last Look Around

- Check your entire home – inside and outside – before the Driver leaves (including the attic, backyard, basement, closets, cupboards, garage, medicine closet, etc.).

Before Delivery Day

- Driver will contact you to re-confirm truck arrival times at your old and new cities.
- Make sure utility services are connected at your new home.
- Decide on your new home's furniture placement. It is advisable to draw furniture location on a piece of paper and tape it to the wall in the appropriate room.

Delivery Day

- Be on hand to answer any questions and give directions.
- Supervise unloading, furniture placement and, if applicable, unpacking.
- Check off each item on the Inventory List as it is brought in by the crew.
- Check condition of each item, and note any missing or damaged item directly on the Inventory List.
- Keep a copy of the signed inventories with your checkoffs.

In Case of Damage/Missing Items

- If you need to file a claim, contact your Customer Service Coordinator or the Graebel Claims Department as soon as reasonably possible. If the number provided is not toll-free, call collect. Repairs and/or replacements will be handled quickly, in accordance with the coverage selected.
- Refer to page 14 for filing period deadlines.

Additional Reminders

- _____
- _____
- _____
- _____
- _____
- _____

First Week After Moving

- Locate police and fire stations, as well as hospitals and gas stations near your home.
- Find shopping areas; you may need furniture, tools, or housewares unexpectedly.
- Call the Department of Sanitation in your new town to find out which day the trash is collected and whether your community has recycling programs.
- Seek out new service providers, such as a bank, cleaners, and veterinarian.
- Register to vote.
- If you have moved to a different state, contact the Department of Motor Vehicles to exchange your driver's license.
- Contact the chamber of commerce for information on schools, cable service, community activities, libraries, parks, and emergency services (such as 911).
- Provide your new doctor and dentist with your medical history.
- Transfer insurance policies to an agent in your new community.
- Moving can be stressful – watch for effects on family members and pets, so you can give comfort and a helping hand.



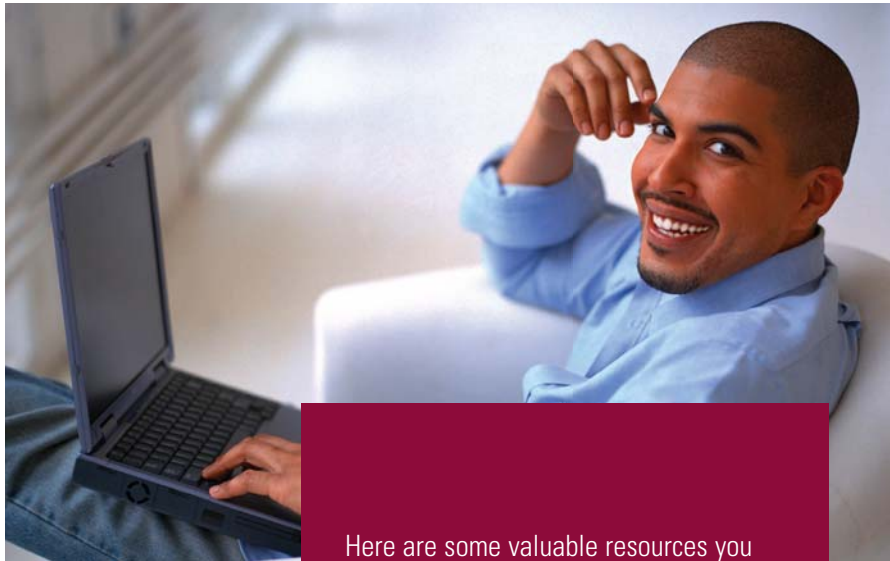


You want your move to be as easy and stress-free as possible, and so do we. That's why Graebel compiled a list of important things you can do to ensure the success of your relocation. Please review each tip in detail so you're well prepared to experience the smoothest move you've ever had!

Helpful Moving Tips

- >> Show everything to the Surveyor during your in-home survey – including both items that will be moved and those that will not. Missing details can dramatically impact your estimate; e.g., amount of time, equipment, and/or people we'll schedule to handle your move. Please call as soon as possible when something comes to mind.
- >> Should you have questions or concerns at any time, contact our relocation expert, your Customer Service Coordinator.
- >> Should an emergency occur and you need assistance after normal business hours, call the toll-free number printed on the enclosed WorldWatch® card.
- >> Read the information in this booklet thoroughly to be sure you understand the information. Your Coordinator will contact you to answer any questions.
- >> You must determine the value of your household goods for transit protection. Your Surveyor can help you estimate the amount of coverage needed for your household. This process ensures your goods are fully protected during the move and can also serve as an updated inventory for your homeowner's policy.
- >> Moving is a good time to dispose of unwanted items. Consider having a garage sale.
- >> You, or an individual designated by you, must be present during packing, loading, unloading, and unpacking.
- >> If possible, hire a babysitter to care for small children during the move, so you are accessible to the crew.
- >> Welcome Home® – Identify the five Graebel-packed containers you want to have immediately unpacked at destination, as instructed on page 9. This will make it easy to find the items you need right away.
- >> Secure your small valuables off premises before the first Pack Day. Graebel is not liable for and cannot move jewelry, coin collections, airline tickets, tax documents, credit cards, etc.
- >> It is your responsibility to understand and participate in the inventory process. Ask your Driver to explain all notations, etc., before you sign the Inventory List (see example on page 11). By signing, you are agreeing with the Driver on the condition of your furniture.
- >> Make certain your telephone lines are operable during Pack and Load Day. If you have a cell phone, be sure to provide the number to your Coordinator. This will enable us to contact you to verify that everything is going as planned.
- >> Prepare to have the telephone in your new home operable by Delivery Day. We must be able to reach you to ensure a smooth delivery to your new home.
- >> Make sure your Coordinator knows how and where to reach you while your household goods are in transit to your new home.
- >> During delivery, set up a small table (cartons can be used) as your writing surface for the inventory check-in process. You must check in all items as they are unloaded and note exceptions (this is critical) for any missing and/or damaged item. If you cannot be present during this process, please notify us and have a designated person on-site. If items are not properly checked in and exceptions noted, it could make a claim more difficult to process.
- >> We highly recommend that two people be present at your new home during delivery (one person to check in the inventory and the other to direct furniture placement).
- >> If you request unpacking, it will be scheduled for the weekday after delivery. Graebel offers value-priced options: Complete unpacking of items out of cartons onto the nearest flat surface; and complete unpacking and placement, which includes placing the items at your discretion. Ask your Coordinator for details on debris removal.
- >> Our goal is to provide you and your family with a smooth, stress-free relocation. Should you have any question at any time, please call us. **We are here to help you.**

A d d i t i o n a l R e s o u r c e s



Here are some valuable resources you can use to help ease your transfer to your new location. As always, you can contact Graebel 24/7 via our WorldWatch® center with any questions related to your move.

Neighborhood Information

www.uschamber.com

Here, you'll find links to chambers of commerce in top cities around the country.

www.bestplaces.net

Check this site for city and climate profiles, cost-of-living comparisons, and crime rate statistics on more than 1,000 U.S. cities.

www.cityrating.com

A comprehensive resource of city demographic guides, this site provides local weather forecasts, cost-of-living information, population statistics, crime statistics, school rankings.

Mapping and Auto-Travel Portals

Everything you need to plan your road trip, including driving directions, maps, lists of attractions, up-to-date road construction reports, and places to stay.

www.mappoint.com

www.mapquest.com

www.randmcnally.com

www.weather.com

Get up-to-the-minute weather information and long-range forecasts – worldwide.

Helpful Web Sites

www.movemyhouse.com

Gather additional information about Graebel!

www.protectyourmove.gov

This Federal Motor Carrier Safety Administration site includes moving tips, your rights and responsibilities when you move, questions to ask your mover, and more.

www.moversguide.com

This site is a cooperative effort between the private sector and the U.S. Postal Service designed to offer help to consumers before, during, and after they move.

Frequently Asked Questions

To save you time, we've compiled answers to the questions our customers often ask. Of course, should you have any questions, please don't hesitate to contact your Customer Service Coordinator.



How soon can I schedule my move dates?

We prefer to arrange the dates after the in-home survey has been completed. This will tell us how much time will be needed to pack (if you purchased this value-added service) and load your household. Based on this information and the distance to be traveled, we'll be able to formulate your delivery date. When not moving locally, a "spread" is determined to take into account distance and possible delays out of our control, such as road detours, slow traffic, or even weather.

How do you hire people for my move?

Graebel employees and independent contractors are substance-abuse tested and undergo thorough background checks for your peace of mind. In addition, they complete courses through Graebel University to ensure they are well prepared and expertly trained to safeguard your belongings.

Do I need to be available for the in-home survey?

Yes. We strongly suggest that you be present to identify which goods are staying, which are going, and which require special handling, as well as to answer any questions. If you absolutely cannot be present, we recommend that you designate someone familiar with your household goods to represent you.

How will you ship my car?

Whenever possible, Graebel will transport your empty vehicle inside the van with your household goods. However, during the busy summer months, pre-approved,

dependable third-party car carriers may be employed to keep our trucks free for moving household goods. In this case, we will coordinate dates with the car carrier to have your auto delivered as close to your household goods delivery spread as possible.

Can Graebel move my plants?

If your plants are very dear to you, we suggest you take them with you. Please refer to the section on houseplants (page 17) in this guide for tips on transporting plants. Graebel is not liable for plants.

How soon do I need to disconnect my appliances?

Appliances must be serviced prior to your Load Date. We recommend you handle this with your local retail store. If preferred, for a nominal fee, we can arrange for a third-party service to disconnect service on your last day of packing, to allow maximum usage. Keep in mind your refrigerator and freezer must be cleaned and the door(s) left open to air prior to the Driver arriving on the Load Date.

I have a very tight schedule and can only be available on a specific date for pickup. Can you accommodate my needs?

We will do everything possible to meet your needs. Your Coordinator will work closely with our Operations department to determine availability on the date you require. If you can be flexible on the delivery end, it may help us achieve the specific pickup date.

Getting the Best Value



Helping People Move Ahead... Worldwide®

Graebel has more than half a century of experience moving corporate America's employees and executives, because we have kept its people pleased and productive, so they are willing to move again and again.

Best in Class Service

As the only organization that owns and manages the entire service mechanism, only Graebel is 100% accountable for performance. From strict hiring standards, including background checks and drug testing, to monitored performance, we risk nothing to earn your total satisfaction.

Our Best-in-Class, World Class relocation services arise from continuous reinvestments in our people, equipment, technology, and facilities. In fact, from coast to coast, our facilities are recognized as the best in the area, ensuring your stored possessions will be treated like our own in a state-of-the-art, 24/7- secure building.

This, and much more, add up to what will be your best move ever when you hire Graebel.

Getting the Most Value for Your Relocation Dollar

Tips to help you choose your mover:

- >> **Get at least three written estimates from in-home surveys.** Use the convenient comparison worksheet on the next page to compare "apples to apples," and help determine which estimate is best for you.
- >> **Deal only with authorized movers.** Ask for the motor carrier (MC) number under whose authority your goods will be transported. You can verify the motor carrier authority at: protectyourmove.gov.
- >> **Determine if the company is a household goods mover or broker.** Brokers are "move arrangers" who charge a fee to select a household goods mover for you. Be aware that a mover is not required to accept a broker's estimate.
- >> **A verbal quote is not an estimate.** It must be backed by a written estimate, signed by the mover.

Types of estimates:

Non-binding is an approximate cost. Final charges may exceed the estimate.

Binding is based on estimated weight. You pay the set price even if your shipment weighs less.

Guaranteed not to exceed allows you to pay a lower price if the actual weight is lower than the estimate.

All estimates must be signed by you and the carrier.

Thank you for the opportunity to assist you. We wish you many happy memories in your new home.

Types of Moving Cartons & Suggested Contents

Cartons

- A. Book – Small 1.5 cu. ft.
Small, dense items: books, photo albums, canned goods, small kitchen appliances, power tools; also, small items such as toiletries, videos, CDs, DVDs.
- B. Medium 3.0 cu. ft.
Small, less dense items: games, plastic storage containers, pillows, linens, pots and pans, small pictures, packaged goods, medium lampshades (individually packed).
- C. Large – Slim 4.5 cu. ft. (not shown) Larger, lightweight items: linens, pillows, blankets, tools, shoes, toys, large lampshades (individually packed).
- D. Large 6.0 cu. ft. (not shown) Similar to large – slim carton, with broader dimensions. Stereo speakers, wastebaskets, toys; other bulky, but not heavy, items.
Slim Jim (not shown)
For long, thin pole items such as pole lamps, fishing poles, and garden tools.

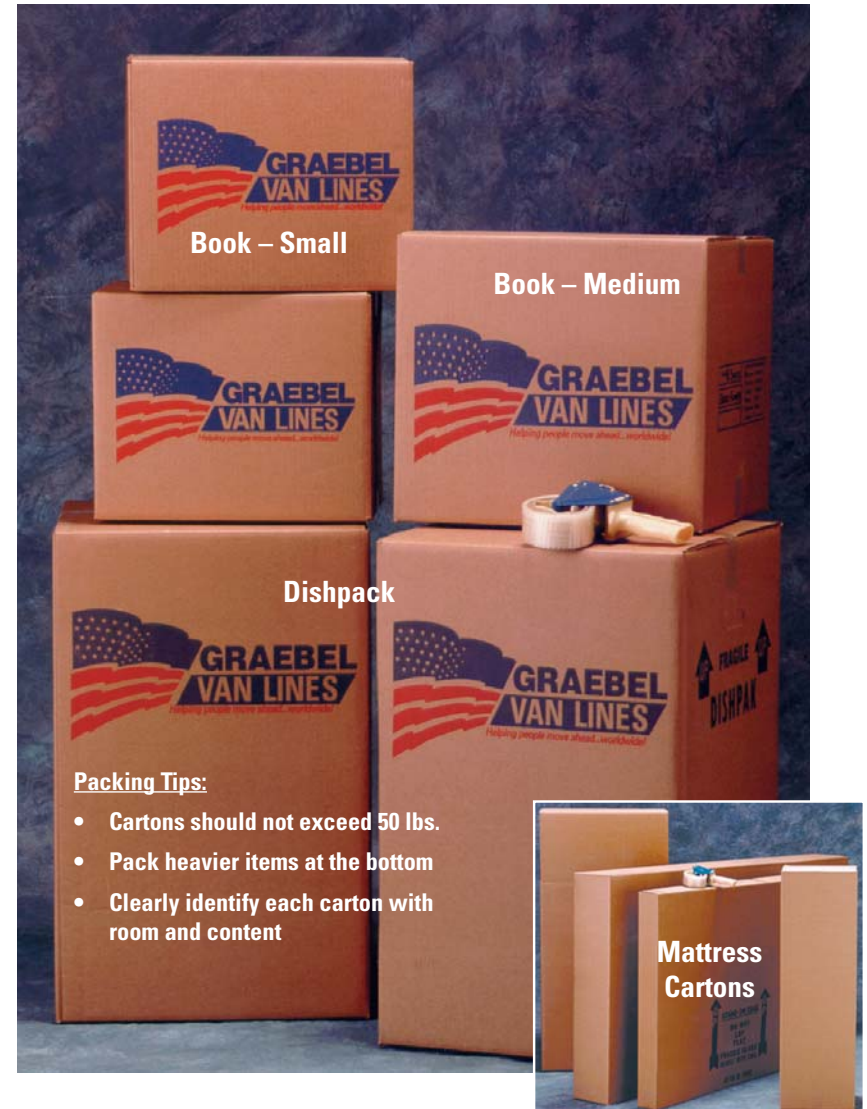
Dishpack 6.0 cu. ft.
Everyday dishes, china; glassware and stemware can be safely transported with the additional cell pack insert.

Wardrobe Carton (not shown) 14.2 cu. ft.
Complete with clothes rod to easily transfer clothes from closet to closet – on hangers! Shoes, slippers, boots, and belts can be stored in the carton bottom.

Picture – Mirror Carton (not shown) 5.0 cu. ft.
Mirrors and framed pictures.

Mattress Cartons

Crib	3 cu. ft.	
Twin	12 cu. ft.	(max. 39" x 75")
Double	16 cu. ft.	(max. 54" x 75")
Queen	20 cu. ft.	
King	24 cu. ft.	(over 54" x 85")
Twin XL		for extra-long mattresses (80")



GET THE MOST VALUE FOR YOUR RELOCATION DOLLAR

Cost Comparison WORKSHEET

Estimate based on **GRAEBEL** Mover B Mover C
 Peak Non-peak Effective Tariff Peak Non-peak Effective Tariff Peak Non-peak Effective

ESTIMATED SHIP WEIGHT

TRANSPORTATION	TRANSPORTATION	\$ _____	\$ _____	\$ _____
	INSURANCE SURCHARGE	\$ _____	\$ _____	\$ _____
	FUEL SURCHARGE	\$ _____	\$ _____	\$ _____
	ORIGIN (LOADING) SERVICE	\$ _____	\$ _____	\$ _____
	DESTINATION (DELIVERY) SERVICE	\$ _____	\$ _____	\$ _____
	LOADING, OVER TIME	\$ _____	\$ _____	\$ _____

VALUATION:	Customer's Declaration of Shipment Value:	\$ _____		
OPT. 1. FULL (Replacement) VALUE PROTECTION		\$ _____	\$ _____	\$ _____
Deductible (Exclude from Total Est Cost)		\$ _____	\$ _____	\$ _____
OPT. 2. RELEASED VALUE (\$ 0.60/lb.)		\$ _____	\$ _____	\$ _____

PACK/UNPACK	PACKING & CONTAINERS	\$ _____	\$ _____	\$ _____
	CRATING	\$ _____	\$ _____	\$ _____
	FULL PACK, OVER TIME	\$ _____	\$ _____	\$ _____
	UNPACK	\$ _____	\$ _____	\$ _____
	UNCRATING	\$ _____	\$ _____	\$ _____

EXTRA PICKUP & DELIVERIES				
EXTRA PICKUPS:	Quantity _____	\$ _____	\$ _____	\$ _____
EXTRA DELIVERY:	Quantity _____	\$ _____	\$ _____	\$ _____
SELF-STORAGE BUILDING		\$ _____	\$ _____	\$ _____

ACCESSORIALS	ADDITIONAL SERVICES (Including third party)			
	<input type="checkbox"/> ORIG <input type="checkbox"/> DEST	\$ _____	\$ _____	\$ _____
	<input type="checkbox"/> ORIG <input type="checkbox"/> DEST	\$ _____	\$ _____	\$ _____
	<input type="checkbox"/> ORIG <input type="checkbox"/> DEST	\$ _____	\$ _____	\$ _____

WELCOME HOME® SERVICES	FREE	\$ _____	\$ _____	\$ _____
STORAGE IN TRANSIT	\$ _____	\$ _____	\$ _____	\$ _____

EXTRA LABOR	Extra Labor, ORIG	\$ _____	\$ _____	\$ _____
	Extra Labor, DEST	\$ _____	\$ _____	\$ _____
	Extra Labor, OVER TIME	\$ _____	\$ _____	\$ _____

BULKY ARTICLES (Piano, grandfather clock, etc.)				
_____	\$ _____	\$ _____	\$ _____	\$ _____
_____	\$ _____	\$ _____	\$ _____	\$ _____
_____	\$ _____	\$ _____	\$ _____	\$ _____

TOTAL GROSS ESTIMATED COST		\$ _____	\$ _____	\$ _____
Add all \$ charges listed above (excl. valuation deductible)		\$ _____	\$ _____	\$ _____

LESS DISCOUNT APPLIED		\$ _____	\$ _____	\$ _____
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TOTAL NET ESTIMATED COST		\$ _____	\$ _____	\$ _____
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YOUR COST/POUND BEST VALUE
 Divide your ESTIMATED SHIPMENT WEIGHT by the TOTAL NET ESTIMATED COST

\$ _____ /lb. \$ _____ /lb. \$ _____ /lb.



Graebel stays with you every step of the way...until your belongings are safely in your new home. Our singular mission is to provide quality service. Please feel free to contact your Graebel Customer Service Coordinator for answers or to address any concern. In the event an issue is unresolved, please contact Graebel management.