



RELOCATION COMPANY

SERVICE CONCEPT

2018

ABRAHAM & HERTELENDY

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Orientation Service

An Orientation includes

- A Guided tour of the City and the Residential Areas
- Healthcare information
- Information about the Daycare and School Systems in Sweden
- General information about the Swedish Rental Market and Housing
- Explaining of the Public transportation
- Viewing of a typical Swedish property
- Information about Everyday life in Sweden
- Information Package
- Other, based on assignee interest

This is a one-day or a half-day service.

A consultant from Abraham & Hertelendy AB will contact the client in order to find out the needs and expectations of the relocating assignee.

Based on the information given, we design an individually planned day for the assignee(s). After an introduction, we take the assignee(s) for an informal tour guiding them around the city and various residential areas that can be of special interest for them. If schools are required we will introduce different international and local schools in those areas.

We will show them different shopping areas, explain public transportation, clarify the educational system and discuss many other important factors that are of interest when moving to Sweden.

An information package will be given to the assignee with helpful information to start a new life in Sweden.

Immigration

Non EU immigration

- Work- and residence permit
- Co-applicants
- Extension
- Extension co-applicants

Excluding application fees

Immigration service includes:

- Document procurement
- Application
- Payment of application fee
- Monitoring the application process
- Assistance with residence permit card (non-EU citizens)

Abraham & Hertelendy cooperates with Nordic Relocation Group that is certified by the Migration Board for “fast track” permit applications.

Home Finding

The Home Finding Service includes

- A thorough review of the client's housing requirements
- Search for properties based on the requirements
- An Itinerary
- Accompanied Showing of properties
- Negotiating rent with the landlord
- Drawing-up of a Lease Agreement
- Move-In Inspection including review of the inventory list

We have four basic packages based on our experience. Each of them can of course be adapted to the company needs

Package 1; Small apartment chosen by Abraham & Hertelendy

- Abraham & Hertelendy is given the authorization to choose the property for the assignee
- Only help with lease agreement, moving-in inspection & papers to the "rental tribunal".

Package 2; Small apartment

- Studios
- 1 bedroom apartments

Package 3; Medium sized apartments or small houses

- 2 – 3 bedroom apartments
- Small houses
- Minimum 3 bedroom apartments
- Large houses >200 m2 living area

A consultant from Abraham & Hertelendy will accompany the assignee(s) and give valuable information regarding the specific property and location. The assignee will also receive a "Welcome package" where he/she can find useful information regarding different areas in the city and its surroundings.

After finding a desirable home Abraham & Hertelendy will handle negotiations on our client's behalf and draw up the contract. We will also inspect the property and make sure that it has been properly cleaned prior to the moving in date. Abraham & Hertelendy will arrange for keys to be delivered at your convenience.

Please note that Sweden has very strict laws regarding subletting of apartments which means that availability of apartments can be limited. The number of rental houses available can also be limited since Sweden doesn't have an established "professional" rental market.

Abraham & Hertelendy follows the guidelines below:

- No split interest from our owners or the company regarding direct or indirect ownership/subletting of flats/houses or in letting agencies
- The only remuneration Abraham & Hertelendy receives is from our client

This way we can avoid conflicting interests in evaluation of the properties and negotiations of lease contracts and other questions.

Utilities

This service includes installation/"hook up" of the following services when applicable:

- Electricity/Gas
- Water
- Telephone
- Broadband
- Cable-TV/Satellite
- TV-license
- Garbage collection
- Home Insurance
- Other

Abraham & Hertelendy arranges for the "hook up" of utilities, since that can be very time consuming; such as getting hold of the service providers, waiting on the telephone to get through, arranging for technicians, etc.

We offer you to take care of this, saving you time to focus on other things that also need your attention when moving to a new home.

Abraham & Hertelendy has a network of different utility service providers who always do their utmost to provide the best service possible.

Settling In Service

Package 1

- Opening a Bank Account, depending on bank rules. (Most banks require a Swedish ID-number)
- Migration Registration (EU Citizen)

Package 2

- Application for Personal ID-number (Municipal registration)
- Opening a Bank Account
- Migration Registration (EU Citizen)
- ATM card
- Swedish ID-card
- Debit-/Credit card
- Ordering of Internet Banking
- Application for the Social Insurance

Package 3

- Application for Personal ID-number (Municipal registration)
- Opening a Bank Account
- Migration Registration (EU Citizen)
- ATM card
- Swedish ID-card
- Debit-/Credit card
- Ordering of Internet Banking
- Application for the Social Insurance
- Application to Daycare centers and Schools
- Introduction to Social Networking such as IWC (International Women's Club) etc.

A consultant from Abraham & Hertelendy will accompany the assignee and assist through the process of settling in.

Our goal at Abraham & Hertelendy is to insure that the employer and their employees settle in as soon and as smooth as possible with services we offer. Through our knowledge, network and experience we have the right abilities to help you and your company.

Ongoing Support Service

Ongoing Support is a help service for both the company's HR department and the assignee and it's ordered on a monthly basis. Normally 3 months is sufficient since it will cover the first struggling months with all the questions that pop up. For families with children it can be wise to add some months if there should be extra help needed with schools, leisure activities and so on. When you have very small children, or you are expecting a baby you normally have extra needs and questions over a longer period of time.

A period of 1-3 months is recommended for singles and families without children

A period of 3-6 months is recommended for families with children

A period of 6-12 months is recommended in the following cases

- When the family is expecting a child
- Has a child less than a year old.
- Has a child with special needs.
- If you suspect a major culture collision

Departure Service

This service include

- Advisory assistance when terminating the lease agreement
- Utility cancellation
- De-registration with applicable authority such as Skatteverket (the Tax Office), Försäkringskassan (The Social Insurance Office) and Migrationsverket (Immigration authorities)
- Move-Out Inspection
- Assistance with cancellation of Bank accounts
- Assistance with forwarding the mail
- Handing over the keys to the landlord
- Arranging for Move-Out Cleaning

A consultant from Abraham & Hertelendy will contact the assignee(s) to discuss the process of moving from Sweden.

The consultant will assist with deregistration, redirection of mail and with cancellation of bank accounts as well as subscription cancellation for telephones, broadband and other various utilities.

Abraham & Hertelendy will also arrange for cleaning of the property and the consultant will inspect the property after the move-out, check the inventory list and take notes on any irregularities.

The keys to the property will be handed over to the landlord by the consultant after the move-out cleaning and inspection has been done.

Outbound Relocation Services

Abraham & Hertelendy has a close cooperation with Nordic Relocation Group and through their membership in two prominent organizations; the European Relocation Association (EuRA) and ERC, we can offer the same high standard of relocation service anywhere in the world.

This service include

- Visa application
- Immigration and work permit preparation
- Cross-cultural training - preparing people for their next move and destination
- Gathering estimates from moving companies
- Financial and Tax advice
- Home sales assistance programs
- Home search
- School search
- Settling in
- Family support services, etc
- Identify short-term property rentals - may include hotels, B&B's, etc
- Property and Tenancy management services

We will design a program for the transferee that pulls together the different elements required for a relocation anywhere in the world and monitor the process together with our relocation associates at the destination location.

Sweden Culture Day

Abraham & Hertelendy offers you a program introducing Sweden, the country and its culture. During this day we will guide you through practical everyday living situations and explain some of those things that the Assignee may find stressful unless you know the "how and why" of things.

The first part of our program includes the following cultural elements:

- Sweden – its geography and history
- Swedish Culture – what makes us Swedish?
- Swedish etiquette – the do's and taboos
- Swedish habits
- Culture shock – how to cope

The second half of our program covers "everyday living" situations:

- Swedish health care and Social insurance What do I do if I get sick?
- Parking and traffic regulations
- Education – for children and adults
- Job opportunities for accompanying spouse
- Local communications – how does it work
- Sports and activities
- Shopping

Tenancy management

Tenancy management consists of the following

- Rent paid monthly to the landlord
- All utility bills are handled by Abraham & Hertelendy
- One port of call regarding maintenance.
- All maintenance bills are handled by Abraham & Hertelendy
- Abraham & Hertelendy invoices all the above costs on a quarterly basis (rents are always invoiced in advance)

The tenancy management service requires a written agreement between the Assignees Company and Abraham & Hertelendy.

Vacant property management

Vacant property management is designed individually for each property since the need varies so much from property to property. Listed below are some of the most common services

- Lawn mowing, interval is decided by the owner.
- Watering of the garden, interval is decided by the owner.
- Check the property inside for problems, interval is decided by the owner.
- Shuffling snow during the winter, interval is decided by the owner.

Services through associated partners

The following services are available through our partners

- Tax consulting: Swedish tax law vs. International/EU tax law and how it might affect the assignee. Help with filing the in-come tax return.
- Swedish social security system vs. company policy and assignee's present insurances.
- Buying/Selling property in Sweden
- Swedish language lessons & intercultural training
- Career guidance for accompanying spouse
- Executive coaching One-on-one support to expatriate managers dealing with the everyday workload in a new environment.
- Coordination of packing and moving household goods.