



# CAPABILITIES BROCHURE



513-984-8777 • 800-321-3403

[www.scrsmove.com](http://www.scrsmove.com)

8044 Montgomery Road, Suite 306, Cincinnati, OH 45236

## We care. We counsel. We listen. We know.

Sibcy Cline Relocation offers comprehensive relocation services worldwide. Whether we are working with corporate clients, government agencies or directly with a transferee, our focus is on their needs. We become an extension of the companies and agencies we represent. We serve as an advocate for their needs, as well as managing the needs and expectations of those they move. Our customized approach and services set us apart from the rest. Our client base ranges from start - up to Fortune 500 companies. We serve clients in banking, healthcare, pharmaceutical, medical research and development, utilities, automotive, retail, government and consumer services industries.

## In Our Fourth Decade Of Service

Sibcy Cline Relocation Services has provided relocation management and consulting services for more than 35 years. Sibcy Cline Relocation started as the Relocation Department within Sibcy Cline Realtors in the mid-1970's to handle the flow of buyers and sellers in-and-out of the marketplace, and to manage corporate-owned properties in the local market. At the same time Sibcy Cline Relocation formed a national network with other brokers to handle these leads - today that network is known as Leading Real Estate Companies of the World.

In 1994, Sibcy Cline Relocation Services became a separate corporation to better reflect our global capability. In 1995 we solidified our full-service program by adding our first corporate client; that client later became a Fortune 500 company whose program we proudly manage today.

In 2008 Sibcy Cline Relocation became a Schedule 48 - approved provider of relocation services. This required additional staffing and has rounded the company's service offerings and expertise to another sector.

In 2010 we proudly achieved our Women's Business Enterprise National Council (WBENC) certification. Currently the scope of relocation service offerings range from referral services, corporate services and government services. Our team has an average of 15 years relocation and/or real estate experience, giving us the deep understanding and expertise needed to manage your relocation programs and policies worldwide.

At Sibcy Cline Relocation Services, personalization and customization are our priority. Acting as an extension of our clients' programs, we have a vested interest in helping them control costs and maximize the value of the programs they offer. We use technology effectively to improve efficiencies, give real-time access to information, and reduce costs. Balancing personalized customer service and technology is our strength.

## Corporate Client Services

Whether it's relocating your entire Headquarters, the VP of Finance, or the recent graduate, Sibcy Cline Relocation Services understands the complexities of a relocation program - it's what we do best. Our team smoothly handles the details that accompany every relocation, reducing client administrative burdens and costs.

Sibcy Cline Relocation Services strives to be an extension of the clients we represent. We do this by revising or creating policies that reflect the company culture while integrating our industry's best practices. Our counselors are well versed with each client's policy, program and customs.

Sibcy Cline Relocation Services works with companies, government agencies, and individuals to provide superior, cost-effective, global employee mobility solutions. We specialize in ensuring that any address can become "home". Sibcy Cline Relocation emphasizes service quality and attention-to-detail, while developing leading-edge solutions to contemporary relocation challenges. We administer our clients' programs while minimizing stress and inconvenience for relocating employees, allowing work to continue as if there never was a move involved.

### Services Include:

#### Comprehensive Program Management

Sibcy Cline Relocation Services offers a full - service relocation management program. We offer clients program implementation, counseling, home sale, rental assistance, temporary housing, movement of household goods and expense tracking to name the most frequently utilized services we offer. A thorough understanding of our clients' needs, corporate culture and expectations is crucial to a successful program.

Personalization and customization are the core of our business. We have the capacity to cater to our clients needs and act as an extension of their corporate or agency culture. We emphasize service quality and attention-to-detail, while developing leading-edge solutions to relocation challenges. We leverage our knowledge base of existing clients, industry trends and all available resources to offer current and relevant information for every client, every day.

#### Policy Development, Review and Implementation

Your company's relocation policy is the key component to an effective corporate program. It sets expectations for the relocating employee and specifies the benefits and assistance you offer. The policy also drives service, cost management and administration of the process.

#### Personalized Counseling Services

Every move is challenging, especially if it is your own. Sibcy Cline Relocation Services is ready to research the unique concerns of your transferees, whether it involves a trailing spouse, new schools or finding a specialty grocery store. Each of the Sibcy Cline Relocation Services team members offers personalized solutions to make your relocating employee's move as worry-free as possible.

*Continued...*

## Corporate Client Services

*Continued*

### Candidate Tours

Whether your employee has committed to the relocation, or is just in the interview process, we can select agent ambassadors for their destination. These professionals are highly knowledgeable about the community and housing market and are ready to help reduce the anxiety about moving to a new community.

### Relevant, Real - Time Web-Based Reporting

Sibcy Cline Relocation Services can generate real-time reports for up-to-date reporting including Move Status, Cost-of-Living Comparisons, Exception Requests, Detailed Expense Summaries, Household Goods Status, and Year - End Payroll Gross Up calculations. These reports are also available in real time for our clients to generate.

### Home-Sale Services

Sibcy Cline Relocation Services can present traditional and non-traditional home sales assistance designed to fit your company policy and transferee needs. Sibcy Cline Relocation Services professionals will counsel the employee based on the level of home sale offered: Guaranteed Buyout, Amended Value, Buyer Value Options, Lump Sum, or Direct Reimbursement.

### Property Management

Sibcy Cline Relocation recognizes that not all transferees wish to sell their current home. We can provide national property management services through our partner.

### Destination Services

Knowledge is key; Sibcy Cline Relocation Services can provide your relocating employee with the personalized services to meet their special needs and concerns from area orientation, home - finding coordination, school research and tours, and settling - in services to help reduce the stress of moving to a new community.

### Household Goods Move Management

Moving means the shipping of your employee's most valuable possessions - their household goods. It's more than just logistics; it's an emotional process. Sibcy Cline Relocation Services can arrange estimates, schedule the move, coordinate packing, loading, pick-up, delivery and storage all in accordance with your company policy.

### Group Move Management

Whether a new start-up, a merger / acquisition, or an expansion, group moves are a critical business decision that must be carefully planned. Sibcy Cline Relocation Services provides a full range of detailed planning and support services to make your move smooth and successful from first visit to the first day of work.

### Temporary Living

Sibcy Cline Relocation Services will coordinate with corporate housing partners, or a licensed Realtor to help the transferee find suitable short (hotel, bed-breakfast, corporate housing or month-to-month rentals) or long-term housing.

## Transferee Services

Moving changes people's lives - period. Sibcy Cline Relocation Services will become your employee's advocate and liaison guiding them through the relocation process. Each transferee's needs will be treated individually while adhering to your corporate policy.

### Services Include:

#### Main Point Of Contact

Your Sibcy Cline Relocation Services counselor will serve as the main point of contact for your transferee throughout their relocation process. They will manage all facets from initiation and policy administration through service delivery and expense reimbursement with one goal in mind - to ensure a smooth relocation.

#### Pre-Decision Tours

Whether your employee has committed to the relocation, or is just in the interview process, we can select agent ambassadors for their destination. These professionals are highly knowledgeable about the community and housing market and are ready to help reduce the anxiety about moving to a new community.

#### Home Sale and Finding Services

Sibcy Cline Relocation Services can present traditional and non-traditional home sales assistance designed to fit your company policy and transferee needs. Sibcy Cline Relocation professionals will counsel the transferee based on the level of home sale offered: Guaranteed Buyout, Amended Value, Buyer Value Options, Lump Sum, or Direct Reimbursement.

#### Cost Of Living Comparisons

The team at Sibcy Cline Relocation Services will provide you with a comparative analysis between your departure city and your destination city, including comparison of housing costs, mortgage costs, property taxes, estimated home utilities, consumables, health services, and insurance rates.

#### Expense Management

Sibcy Cline Relocation Services has an extensive tracking system that allows our clients to see real time information on transferee expenses. Our auditing process is designed around our client's approved policies and services. No expenses will be approved for client payment until they have been reviewed by an expense analyst.

#### Area Orientation

Knowledge is key; Sibcy Cline Relocation Services can provide your relocating employee with personalized services to meet their special needs and concerns from the basic welcome kit full of area maps and information to more in-depth options of area orientation, tours of schools, shops, recreation and leisure, and settling - in services.

#### Mortgage Assistance

Sibcy Cline Relocation Services knows finding your home is important. We can offer transferees professional counseling, online mortgage application and pre-approval, enhanced qualification parameters, spouse income considerations and direct billing of new home closing costs all through our mortgage partners.

## Financial Services

Fiscal Responsibility never goes out of style. In an era of cost-cutting and tight relocation budgets, Sibcy Cline Relocation assures clients of transparency and total control over their relocation spend.

Sibcy Cline Relocation Services specialists have an extensive knowledge of relocation accounting, monitor all trends, process ever-changing IRS regulations, and actively seek innovative ways to manage expenses. We ensure each client's program remains in compliance and provide complete reporting. Our attention – to - detail consistently saves our clients money and reduces their exposure.

### Services Include:

#### Expense Tracking And Auditing

Employees often incur major expenses that need to be monitored and managed throughout the relocation process. Sibcy Cline Relocation Services has an extensive tracking system that allows our clients to review real time information on transferee expenses. Our auditing process is designed around client - approved policies and services. No expenses will be approved for client payment until they have been reviewed by an expense analyst.

#### Exception Reporting

No matter how comprehensive the relocation policy, requests for exception will still occur. Each request will be reviewed, and presented to our clients for approval or denial. Sibcy Cline Relocation Services processes these requests in a timely and consistent manner, thoroughly communicating with the relocating employee along the way.

#### Gross-Up Calculations

Our team works with leading software to calculate tax gross ups and provide in-depth reports and tracking for clients. During and after the relocation process, our analysts work with our clients to meet tax compliance.

#### Household Goods Auditing

Sibcy Cline Relocation Services audits each document in the household goods shipping process, from the initial move estimate to the final invoice. This comprehensive service verifies weights, mileage, tariffs, signatures, relocation policy compliance and helps clarify any hidden, non-approved, or duplicate charges before final payment. All savings are tracked and reported back to our clients.

#### Lump Sum Calculation and Administration

Lump sum relocation programs are gaining in popularity, and Sibcy Cline Relocation Services has extensive experience managing cost-effective lump sum programs, offering a fixed - cost approach to relocating employees.

#### Cost Of Living Comparison

The team at Sibcy Cline Relocation Services will provide you with a comparative analysis between your departure city and your destination city, including comparison of housing costs, mortgage costs, property taxes, estimated home utilities, consumables, health services, and insurance rates.



## International Services

Sibcy Cline Relocation Services has all of the resources needed to support your employees relocation or temporary assignment abroad. We will develop or implement policies and procedures for a consistent and efficient expat program.

### **In addition to all corporate client services, we also offer:**

#### **Alternative Assignment Options**

In an ever-changing world, the global work force can have particular challenges. As organizations focus more on cost-management strategies and the need for increased flexibility for the global workforce, alternative transfer types are becoming more prevalent in place of the traditional, long-term international assignment. Sibcy Cline Relocation Services has placed clients for short-term assignments, as well as on extended international business travel and other alternative assignments. Economic, social, and technological shifts are affecting how HR handles relocations and Sibcy Cline Relocation Services can be your partner to make each relocation a success.

#### **Cost Projections**

Sibcy Cline Relocation Services can help during the planning process by providing realistic cost projection for each assignment. Projections can then be used to set relocation budgets and monitor expenses.

#### **Assignment Letters**

The Sibcy Cline Relocation team, working with internal staff, can prepare and obtain approval for your employee's assignment letter.

#### **Immigration And Tax Services**

While your employee may never have lived out of the country before, the Sibcy Cline Relocation Services team has direct experience and expert knowledge on immigration and the financial and tax portion of the relocation process. Sibcy Cline Relocation Services will be your employee's liaison with corresponding experts at their destination to ensure a smooth entry into the employee's new country.

#### **Language and Cultural Training Coordination**

Today's internationally mobile workforce needs to be ready to do business around the globe, and often with little time to prepare. Sibcy Cline Relocation can coordinate programs customized to provide international managers and expatriate families with the necessary knowledge, tools and strategies to effectively adapt and function in a diverse cultural environment. Research has shown that the inability to adapt to the host culture is among the most cited reasons for relocation failure. Let the Sibcy Cline Relocation Services team match your relocating employee with the intercultural training they need to achieve business success.

## Government Services

As an experienced U.S. Government Schedule 48 provider, Sibcy Cline Relocation Services works within exacting GSA pricing and service requirements to deliver outstanding government relocation services. Our expertise in corporate relocation allows us to offer fresh viewpoints and cost-saving opportunities to our government clients.

### Services Include:

#### Pre Decision Counseling/Policy and Entitlement

Before your employee makes the decision to move, counselors who are trained in the FTR are available to review the process, answer questions and provide vital information to help your employee make the best decision.

### 653-1 Home Sale Services

#### Appraised Value Sale

Under this program the employee receives a guaranteed offer that is based on two independent appraisals and inspections.

#### Amended Value Sales

Prior to accepting the Appraised Value offer the employee may accept an offer from an outside buyer while marketing their home. Sibcy Cline Relocation Services may purchase the home from the employee based on an offer and close the sale with the outside buyer. The advantage is a lower fee to the agency and an employee who feels they have received the true market value for their home.

#### Buyer's Assistance

The Sibcy Cline Relocation Counselor will refer employees to an experienced agent at their destination to help in the home buying process.

#### Mortgage Counseling

We will make arrangements to speak directly with a mortgage consultant to explain what to expect in the mortgage process, types of home loans and rates available.

#### Rental Assistance

Sibcy Cline Relocation will provide available housing and community information, rental rate and referral to a selected rental specialist.

#### Management Reports

We will provide periodic and custom reports created in various formats at the discretion of the ordering agency. Reports are generated from an extensive database of information from the Sibcy Cline Relocation Services tracking system.

*Continued...*



## Government Services

*Continued*

### **653-4: Additional Services**

#### **Basic Cost of Living Analysis, Customized Management Reports**

Enhanced Rental Assistance, Entitlement Counseling, Expense Management, Group Move Assistance, Property Management, Temporary Living

### **653-5 Agency Customization Services**

#### **Buyer Value Option (BVO)**

This program allows the transferee to market the home with the full support of a professional home sale team to get the maximum value. This option allows agencies to save costs and transferees to stay in a home sale program without interfering with report dates.

#### **Special Handling**

Properties ineligible or difficult to sell as defined in the SOW or as outlined in the FTR. Values of special handling properties are difficult to determine. In this situation we would discuss in depth with an agency prior to initiation as part of our ongoing relationship. This program is designed to create options for agencies and accommodate transferees with unique residence circumstances.

### **653-7 Move Management Services**

Sibcy Cline Relocation Services will manage the packing, shipment, storage in transit if needed and delivery of your employees' household goods. This program involves detailed counseling that will determine the employees' needs and explain the process. The Sibcy Cline Relocation Services counselor will monitor the entire process.