

Matrix International Logistics, Inc.

Following is a list of offices dedicated to providing Executive Relocation Services:

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 Fax: 203-855-0343
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 Alexandria, VA 22304
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14275 Catalina Street
 San Leandro, CA 94577
 Tel. # within USA: 1-800-621-8225
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3838 North Sam Houston Pkwy., Suite 450
 Houston, TX 77032
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 Fax: 281-590-8146
 e-mail: info@matrix-intl.com

St. Petersburg, Russia
 GeoLogistics CIS Services, Inc.
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 St. Petersburg, Russia 190000
 POC: Veronika Troshkina
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Moscow, Russia
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Almaty, Kazakhstan
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 Almaty, Kazakhstan 480004
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** Matrix has over 400 agent partners globally.*



Executive Relocation Pre-Move Guide

It's the Logical Move



Purpose:

The purpose of this guide is to provide you with a simple resource tool that explains the move process, answers some of the most frequently asked questions about moving, and provides you with some helpful relocation tips.

Whether this is your first move, or whether you are a seasoned pro - let us help you get through this very exciting experience with as little worry as possible.



Welcome...

Thank you for giving us the privilege of handling your move.

We fully understand the complexities involved in moving, particularly overseas, and we are committed to making your move as worry-free as possible. Relocating to another town or country **need not** be a traumatic experience.



Matrix International Logistics, Inc. has a successful track record of handling over 15,000 international moves annually. We are privileged to handle some of the world's most prestigious clients, and handle every customer as a VIP. We help multi-national corporations move their most valuable assets - their employees and their families.

"We are personally committed to making sure that our customers are completely satisfied from point of origin, to final destination. Our primary business is executive relocation, it's what we do best!"

Steve Hitchcock - *Co-Founder*

Who is Matrix International Logistics, Inc.?

Matrix International Logistics, Inc. began its humble beginnings in 1986.

Matrix International was founded by four spirited entrepreneurs. With over 60 years of international relocations experience among them, the move to venture into the arena of owning their own company was a logical move. At the time, many international relocation companies lacked truly coordinated relocation programs, which left many clients dissatisfied with their providers. Matrix sought to fill the void. By bringing many key elements of the international relocation business in-house, by establishing a single-source accountability program, and by staying focused on the customer's shipment needs from point of origin to final destination, Matrix won their first account.

The company grew rapidly from managing a few hundred moves a year, to managing over 15,000 international relocations a year. In 1991, **Inc. Magazine** ranked Matrix, from over 24,000 eligible companies in all industries, at #81 of the top 500 fastest growing privately owned companies. The article was a true testament to Matrix's growing reputation as a company dedicated to providing a high-level of quality service. Over the course of 12 years, offices were opened in Virginia, California, Texas, The Hague, Netherlands, Russia, and the CIS (Commonwealth of Independent States).

The years have brought about many exciting new changes for our clients and our company, and although we are much larger now, we remain steadfast to the ideals with which we began - making sure that our customers are completely satisfied from point of origin to final destination.



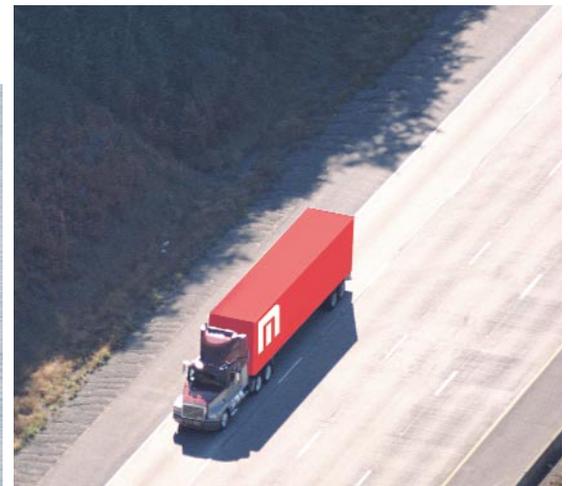
What can I expect from Matrix International Logistics, Inc.?

Scope of Services - Snapshot

Matrix handles every detail of your move. We have brought many relocation processes in-house such as export packing, warehousing and pick-up and delivery to residence. We have better control of your move from origin to destination by managing key functions in-house. We call this service our single-source accountability program. Through the single-source accountability program, you will be assigned a personal Shipment Coordinator, who will be responsible for making sure that your move goes smoothly.

Our relocation services will include, but are not limited to:

- **Dedicated Shipment Coordinators.**
- **Pre-move survey at your place of residence.**
- **Coordination**
- **Export packing**
- **Containerization**
- **Warehousing**
- **Inland freight**
- **Export/import documentation processing**
- **Ocean & air freight forwarding**
- **Customs clearance at destination**
- **Delivery to residence**
- **Web-enabled shipment tracking**
- **Real-time status reports**
- **Transit insurance**



What does all of this mean for me?

Detailed explanation of what you can expect

1.

Dedicated Shipment Coordinators:

Once your move has been assigned to a Shipment Coordinator, they will input all pertinent information into our in-house database and send you instructions for all required documentation to process your move.

2.

Pre-move survey at residence:

Our Shipment Coordinators will contact you to schedule a day for one of our Shipment Analysts to survey your home. Your coordinator will also arrange for tentative packing dates.

- Our Shipment Analyst will counsel you about our packing capabilities, ask you about your special packing needs, and advise you of some shipment options.

3.

Coordination:

Once your dedicated Shipment Coordinator receives all the information from the Analyst, we will schedule a date to pack your belongings, and arrange all necessary services to begin coordinating the actual move.

4.

Export Packing:

Matrix International Logistics, Inc. uses the highest quality packing materials for wrapping and packing your personal belongings. (Our packers have received training from the most experienced packing professionals within our industry).

- We maintain a full-service carpentry shop, which can custom-design wooden containers to house your valuable antiques and priceless collections.



5.

Containerization:

If steamship containerization is the desired method, your household goods will be loaded into the container(s) at your residence. *Please be advised that there are multiple factors that can determine the method of loading the containers at residence.*

6.

Warehousing:

We have thousands of square feet of warehousing space, where we carefully monitor the weighing, banding, and marking of all storage and shipping units. We also stock a complete selection of export packing material - bubble wrap, sponge wrap, kraftbacked corrugated wrapping, boxes, etc. - to meet all your packing needs.

- Your Shipment Coordinator will be responsible for informing the warehouse personnel of your pack date(s), finalizing your pack date(s), dispatching the crew to pack your belongings, as well as arranging your storage needs.

7.

Inland Freight:

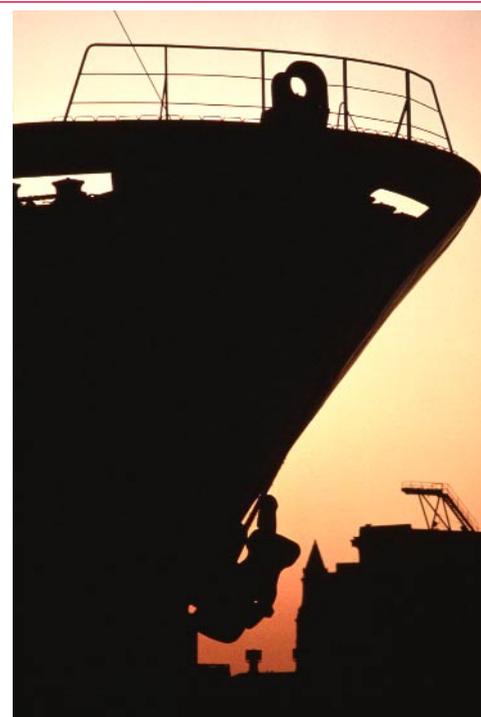
Matrix International Logistics, Inc. will arrange for one of our dedicated and certified drivers to ensure a prompt and safe delivery of your personal belongings to the nearest port of embarkation.

8.

Export/Import Documentation Processing:

We are licensed customs brokers, and have in-house expertise and capabilities to manage all necessary documentation to manage your move.

- You are simply responsible for obtaining and updating your personal documents such as work visas, passports, and permits. Your Shipment Coordinator, relocation manager or consulate can advise you of all the required documentation.



9.

Ocean and Air Freight Forwarder:

As a licensed air and ocean freight forwarder, Matrix International Logistics, Inc. books and prepays all freight charges. Please note, many local moving companies subcontract this forwarding function, thereby transferring a key element of responsibility to third parties.

10.

Customs Clearance at Destination:

Matrix's destination agent will arrange for Customs clearance and delivery of your belongings to your new residence. (This service does not include the prepayment of taxes, bonds or Customs duties, unless you have made prior arrangements with us.)

- Your Shipment Coordinator is well-versed in foreign Customs requirements, and can advise you of the items that may be subject to additional taxes and duties at your destination country. (Please be advised that some of your items may be prohibited in some countries.)

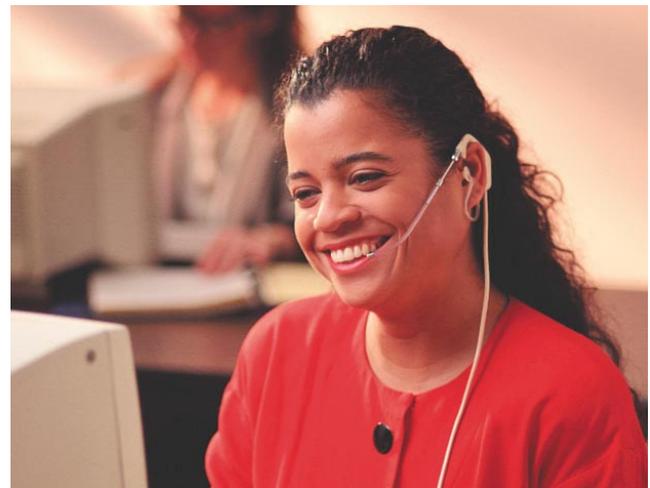


11.

Delivery to Residence:

Once your shipment clears Customs, your destination agent will contact you to arrange a delivery date.

On the final day of delivery, the crews will remove and dispose of all packing debris from your residence.



12.

Web-Enabled Shipment Tracking & Real-Time Status Reports:

Your Shipment Coordinator is responsible for tracking every phase of your shipment, and inputs the information into our in-house database tracking system.

Now this information is available to you via the Internet.

- You can review the status of your shipment 24 hrs. a day/ 7 days a week, and from anywhere in the world
- Our web site is very user-friendly, and was created with the sole purpose of giving you another value-added service

Frequently Asked Questions

What should I bring?

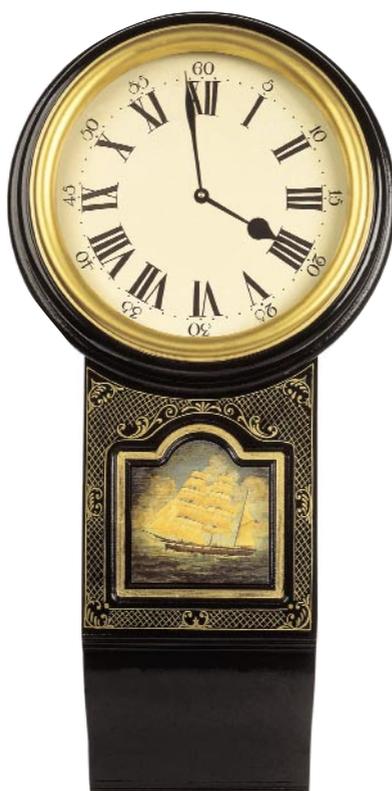
You're first instinct will be to bring everything - DON'T. Consider climate, cost, Customs restrictions, size of new living quarters etc. Consider the length of your stay abroad, and the best rule of thumb is - If you don't need it, don't take it.

How long will my move take?

Every move is unique, which means there is no set time table. There are three primary variables to consider:

1. Origin Conditions:

- Access to residence, work space and time allowances.
- Inland transportation - if necessary
- Weather conditions
- Packing requirements - loosepack, liftvan or air container



2 Freight Forwarding

AIR

- Type of service - direct, transship consolidation,
- frequency of flights
- Type of aircraft
- Airport conditions and restrictions

SEA

- Location of port
- Port traffic
- Container Load
- Off-loading services
- Sailing schedules

3. Destination Conditions:

- Availability of, and access to residence
- Customs clearance
- Port conditions
- Inland transportation needs
- Weather conditions
- Permits, licenses and required documentation
- Storage in transit requirements

Frequently Asked Questions

What about all the paperwork?

Our door-to-door service includes export documentation. However, you may be required to obtain other types of documents on your own. The following checklist can help you:

1. Personal Documents:

Passports, visas and work permits are more valuable than money, and should be in your possession at all times while traveling. Make sure they are current.

Certificates of Registration items manufactured overseas, but in your possession before entering the U.S., should be registered with Customs. Items such as watches, cameras, jewelry, stereos, etc. are legally dutiable when brought back to the U.S., unless you can prove prior possession.



All vehicles to be exported have to be registered with Customs. Your Shipment Coordinator will advise you of the requirements.

Business Letter of Recommendation may be required by some foreign countries. On company letterhead, your company should state your name, occupation or title, you are a person in good standing, and are financially and socially sound.

Marriage Certificates are required, and help facilitate the process of obtaining identification cards, residence permits, driver's licenses bank accounts etc.

Immunization Certificates must be validated by the health department, and must have all your immunizations recorded on the International Certificates of Vaccination form. These can be obtained through your passport offices.

International Driving Permits, for a fee, can be obtained at your local (AAA) office. You will need to show your passport, and a valid state's driver's license when applying for an international license.



Frequently Asked Questions

What items should I mark as carry-ons, or set aside for the HOT BOX?

Following is a list of required and suggested items you should set aside:

1. Important papers:

- Contact numbers for your shipment coordinator
- Contact number of your destination agent
- Passports, visas and work permits
- Auto titles and registrations
- Travelers checks
- Insurance policies
- Medical and dental records
- Tax records, bank statements and security certificates
- Children's school records
- Airline tickets, customs documents



2. High-value items:

- Jewelry and furs
- Stamp and coin collections
- Silver and fragile collectibles
- Irreplaceable computer software and data
- Family photos and mementos

3. Supplies for trip:

- Climate-appropriate clothing
- Personal grooming kit
- Baby supplies and children's toys
- Disposable cups, plates and utensils
- Thermos bottles and ready-to-eat snacks
- Paper towels and moist towelettes
- Pillows and blankets
- Reading material and tapes
- Pet food and pet supplies

4. Auto Supplies

- Tool kit and flashlight
- First aid kit
- Jack and spare tire
- Road maps and trip itineraries
- Car registration
- Auto insurance policy and identification card

5. Miscellaneous:

- Prescription medication
- Spare eyeglasses and sunglasses
- Camera and film
- Video cameras, and batteries
- Cell phones and additional batteries (prohibited in some countries). Personal phone directories

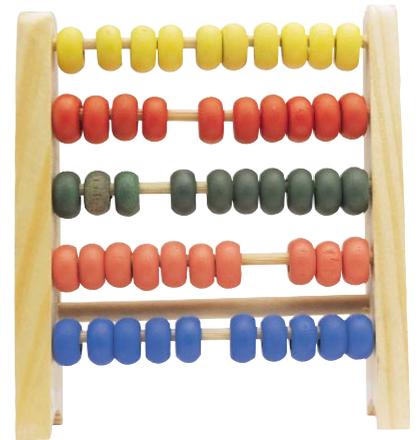


COUNTDOWN

(Check List)

30 Days Before Move:

- Decide what to move, store or discard, and begin a valued inventory list.
- Confirm your allotted move allowances.
- Notify utility companies, phone companies and other service providers of your impending move, and arrange for shut-off dates.
- Assemble all personal paperwork (medical records, school records, financial, banking...etc.).
- Budget costs for all move related expenses.
- Update all health and life insurance policies, and determine if you will need additional insurance.
- Obtain all necessary licenses, visas and passports.
- Prepare itinerary, finalize travel plans, and secure your tickets.
- Budget for temporary living expenses at destination.
- Contact Customs at destination country to make sure all possessions will be allowed into country.
- Have pre-move survey completed, and confirm pack dates.
- Inform us of all items that will need special handling (i.e. pianos, artwork, antiques etc.).



14 Days Before Move:

- Make arrangements for your pets and plants. We recommend you give you plants to family and friends.
- Plan a garage sale, and make sure to have it before your pack date.
- Have your automobile serviced, and arrange for proper shipment.
- Dry clean your tapestries, draperies and bedding. Also arrange for proper storage of furs.
- Arrange to transfer your banking needs to your destination address.
- Discard all flammable and corrosive substances accordingly
- Service and clean all appliances.
- Find all warranties and guarantees for your appliances, and make certain they apply abroad.
- Return all borrowed items.



7 Days Before the Move:

- Reserve a babysitter for your pack day,
- Separate the items you will need immediately, at destination and place them in one room to be packed last.. (These items should be packed into the **HOT BOX**.)
- Organize your "carry-on" items.
- Make certain all items are clearly marked with the labels you received from us.
- Use up all of your perishable food items.
- Empty and thoroughly clean your refrigerator, freezer and other appliances. Make certain they are completely dry before packing.



1 Day Before Moving:

- Unplug all electrical appliances and equipment.
- Consider spending the night at a hotel.
- Take your pet to the kennel or transportation agency.
- Segregate all carry-on items into one room. Keep these items separate from those items to be shipped.
- Discard all perishable food items.
- Your Shipment Coordinator will contact you to confirm arrival of the packing crew.
- Give your Shipment Coordinator all your contact information.



Move Day:

- Be present to answer any questions the packers may have.
- Do a final walk-through of your home, and make certain nothing has been overlooked.
- Make certain that all the utilities are shut off.
- Notify your Shipment Coordinator of all contact numbers at destination, and notify him/her immediately of any changes.
- Lock all windows and doors - Enjoy your move.



Personal Property Inventory Worksheet

Living Room

| Quantity | Description | Sea | Air | Move | Store | Present Value |
|----------|-------------|-----|-----|------|-------|---------------|
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Dining Room

| Quantity | Description | Sea | Air | Move | Store | Present Value |
|----------|-------------|-----|-----|------|-------|---------------|
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Garage/Yard

| Quantity | Description | Sea | Air | Move | Store | Present Value |
|-----------------|--------------------|------------|------------|-------------|--------------|----------------------|
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Miscellaneous

| Quantity | Description | Sea | Air | Move | Store | Present Value |
|-----------------|--------------------|------------|------------|-------------|--------------|----------------------|
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Hot Box

| Quantity | Description | Sea | Air | Move | Store | Present Value |
|-----------------|--------------------|------------|------------|-------------|--------------|----------------------|
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Converting Measurements & Volume

| To Change | To | Multiply by | To Change | To | Multiply by |
|----------------|-------------|-------------|-------------|--------------|-------------|
| centimeters | inches | .3937 | liters | quarts (liq) | 1.0567 |
| feet | meters | .3048 | meters | feet | 3.2808 |
| gallons (U.S.) | liters | 3.7853 | meters | yards | 1.0936 |
| grains | grams | .0648 | miles | kilometers | 1.6093 |
| hectares | acres | 2.4710 | millimeters | inches | .0394 |
| inches | centimeters | 2.54 | ounces | grains | 28.3495 |
| kilograms | pounds | 2.2046 | pints (liq) | liters | .4732 |
| kilometers | miles | .6214 | pounds | kilograms | .4536 |
| liters | pints (liq) | 2.1134 | yards | meters | .9144 |

Distance & Length

Miles to Kilometers 1 X .62

| | | |
|-----|---|--------|
| 1 | = | 0.62 |
| 2 | = | 3.22 |
| 3 | = | 4.83 |
| 4 | = | 6.44 |
| 5 | = | 8.05 |
| 6 | = | 9.66 |
| 7 | = | 11.27 |
| 8 | = | 12.88 |
| 9 | = | 14.48 |
| 10 | = | 16.09 |
| 50 | = | 80.47 |
| 100 | = | 160.90 |

Kilometers to Miles .62 X 1

| | | |
|-----|---|-------|
| 1 | = | .62 |
| 2 | = | 1.24 |
| 3 | = | 1.86 |
| 4 | = | 2.49 |
| 5 | = | 3.11 |
| 6 | = | 3.73 |
| 7 | = | 4.35 |
| 8 | = | 4.97 |
| 9 | = | 5.59 |
| 10 | = | 6.21 |
| 50 | = | 31.07 |
| 100 | = | 62.14 |

Inches to Centimeters 1 X 2.54

| | | |
|----|---|-------|
| 1 | = | 2.54 |
| 2 | = | 5.08 |
| 3 | = | 7.63 |
| 4 | = | 10.16 |
| 5 | = | 12.70 |
| 6 | = | 15.24 |
| 7 | = | 17.78 |
| 8 | = | 20.32 |
| 9 | = | 22.86 |
| 10 | = | 25.40 |
| 11 | = | 27.94 |
| 12 | = | 30.48 |

Centimeters to Inches 2.54 X 1

| | | |
|----|---|------|
| 1 | = | 0.40 |
| 2 | = | 0.80 |
| 3 | = | .20 |
| 4 | = | 1.60 |
| 5 | = | 2.00 |
| 6 | = | 2.40 |
| 7 | = | 2.80 |
| 8 | = | 3.20 |
| 9 | = | 3.50 |
| 10 | = | 3.90 |
| 11 | = | 4.30 |
| 12 | = | 4.70 |

Converting Measurements & Volume con't

Temperature

To convert Fahrenheit to Centigrade, subtract 32 and multiply by .555. To convert Centigrade to Fahrenheit, multiply by 1.8 and add 32.

| °F | = | °C | °C | = | °F |
|-----|---|-----|----|---|-----|
| 0 | = | .18 | 10 | = | 14 |
| 10 | = | .12 | .5 | = | 23 |
| 20 | = | .7 | 0 | = | 32 |
| 40 | = | 4 | 5 | = | 41 |
| 50 | = | 10 | 15 | = | 50 |
| 60 | = | 15 | 20 | = | 68 |
| 70 | = | 21 | 25 | = | 77 |
| 80 | = | 27 | 30 | = | 86 |
| 90 | = | 32 | 35 | = | 95 |
| 100 | = | 38 | 40 | = | 104 |
| 110 | = | 43 | 45 | = | 113 |

Equivalent Gas & Electric Oven Temperatures

| Gas | = | Electricity (Fahrenheit) |
|-----|---|--------------------------|
| 1/4 | = | 241° |
| 1/2 | = | 266° |
| 1 | = | 291° |
| 2 | = | 313° |
| 3 | = | 336° |
| 4 | = | 358° |
| 5 | = | 379° |
| 6 | = | 403° |
| 7 | = | 424° |
| 8 | = | 446° |
| 9 | = | 469° |
| 10 | = | 513° |
| 11 | = | 536° |
| 12 | = | 550° |

Volume

| Gallons | = | Liters | Liters | = | Gallons |
|---------|---|--------|--------|---|---------|
| 1 | = | 3.79 | 1 | = | 0.26 |
| 2 | = | 7.57 | 2 | = | 0.53 |
| 3 | = | 11.35 | 3 | = | 0.79 |
| 4 | = | 15.14 | 4 | = | 1.06 |
| 5 | = | 18.93 | 5 | = | 1.32 |
| 6 | = | 22.71 | 6 | = | 1.58 |
| 7 | = | 26.50 | 7 | = | 1.85 |
| 8 | = | 30.28 | 8 | = | 2.11 |
| 9 | = | 34.16 | 9 | = | 2.38 |
| 10 | = | 37.94 | 10 | = | 2.64 |
| 50 | = | 189.70 | 50 | = | 13.70 |
| 100 | = | 379.00 | 100 | = | 26.40 |

Weight

| Pounds | = | Kilograms | Kilograms | = | Pounds |
|--------|---|-----------|-----------|---|--------|
| 1 | = | 0.45 | 1 | = | 2.21 |
| 2 | = | 0.91 | 2 | = | 4.41 |
| 3 | = | 1.36 | 3 | = | 6.61 |
| 4 | = | 1.81 | 4 | = | 8.82 |
| 5 | = | 2.27 | 5 | = | 11.02 |
| 6 | = | 2.72 | 6 | = | 13.23 |
| 7 | = | 3.18 | 7 | = | 15.43 |
| 8 | = | 3.63 | 8 | = | 17.64 |
| 9 | = | 4.08 | 9 | = | 19.84 |
| 10 | = | 4.54 | 10 | = | 22.05 |
| 50 | = | 22.68 | 50 | = | 110.23 |
| 100 | = | 45.36 | 100 | = | 220.46 |