

FACT SHEET

Prudential Real Estate and Relocation Services

Vision: To be the compelling choice for consumers, clients and industry professionals.

Mission: To drive exceptional value to our customers while promoting and enhancing the power of the Prudential brand.

Prudential Real Estate and Relocation Services believes that successful relocations come from delivering business results for our clients, comfort for their relocating employees and stellar service for everyone in the process.

Rock Solid Relocation[®], means we promise to deliver Rock Solid[®] value at every step:

- **Satisfaction** through listening to our clients and providing outstanding services and innovative solutions
- **Savings** through competitive pricing, expert advice and operational efficiency
- **Security** through risk management, compliance and stability from a company keeping its promises for over 130 years

2009 Statistics:

- Served approximately 450 active global clients, which include FORTUNE 500[®] companies, small industrial and service companies, and U.S. government agencies
- Completed approximately 117,000 relocation-related transactions
- Served approximately 31,000 relocating employees and their families
- Processed financial transactions on behalf of our clients totaling more than \$2.24 billion

Client Survey Results:

Overall Performance of Prudential Relocation, Inc. **93%**

Overall Satisfaction with:

- Departure Services **99%**
- Inventory Management **99%**
- Household Goods Transportation **99%**
- Destination Services **95%**
- Intercultural Services **100%**
- Policy Design and Recommendations **95%**

Prudential Real Estate Affiliates, Inc., 2009 Statistics:

Prudential Real Estate Affiliates, Inc., is a full-service real estate brokerage franchisor.

- Nearly 60,000 sales professionals
- \$110.2 billion in sales volume (USD)
- 402,000 transaction sides
- Approximately 1,700 offices

PRUDENTIAL FINANCIAL BY THE NUMBERS

\$667 Billion in
Assets Under
Management

65th Rank in 2010 Fortune
500[®] List of America's
Largest Corporations

134+ Years of
Business
Leadership

98% Brand Name
Recognition
in the U.S.

50+ Million Customers
in Over
30 Countries

DOMESTIC SERVICES

Relocating in North America

We design and refine our wide range of services using industry best practices. The result is service of unparalleled quality for our clients and their transferees.



Consulting and Planning

- Mobility Policy Review and Development
- Group Move Consulting and Planning

Departure Services

- Pre-Decision Counseling
- Policy Counseling/Needs Assessment
- Marketing and Home Sale Assistance
- Property Management

Expense Management Administration

- Cost Estimates
- Expense Reimbursement
- Lump Sum Administration
- Expense Tracking/Tax and Payroll Reporting

Household Goods Management

- Household Goods Transportation
- Temporary and Permanent Storage
- Insurance Programs and Claims Processing
- Invoice Audit and Payment

Destination Services

- Home Finding Assistance
- Rental Assistance and Temporary Living
- Mortgage Services

Transition Assistance

- Spouse/Partner Assistance
- Educational Services

INTERNATIONAL SERVICES

Relocating Around the Globe

Our portfolio of best-in-class services helps to ensure seamless global mobility to every assignee from origin to destination and with the touch of our local knowledge and culturally sensitive expertise.



Consulting Services

- Policy Review and New Policy Development
- Group Move Management

Selection and Preparation

- Candidate Selection
- Intercultural Training
- Language Training

Global Immigration Services

- Visa/Work Permit Processing
- Visa Compliance Management

Cost Management and Compensation Administration

- Cost Management/Expense Reimbursement
- Assignment Cost Estimate
- Payroll Support for Expatriate Allowances
- Total Compensation Gathering and Reporting
- Tax Provider Coordination

Program Administration and Repatriation Services

- Program Administration
- Ongoing Assignment Support
- Property Management
- Tenancy Management

Household Goods Move Management

- Household Goods Transportation
- Temporary and Permanent Storage
- Insurance Programs and Claims Processing
- Invoice Audit and Payment

Destination Services

- Pre-Assignment Trip
- Home Finding/Rental Assistance/Settling In
- Educational Assistance
- Departure Services