

BC Mail Plus

Employee Household Relocation Services



**Guide to
Employee
Household Move and
Responsibilities for
Regular Status Employees**

*Includes Coverage Information
and Claims Procedures*



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It's Your Move

Whether you are planning your first move, you have not moved for many years, or you relocate often, a household relocation can be an exciting, and sometimes a daunting experience.

Your move is important to BC Mail Plus, Employee Household Relocation Services. We want to help you plan your move efficiently and effectively, and to make your relocation as stress-free as possible. This guide is designed to provide information you will need to be prepared for, and aware of the various important parts of your household move.



We are available to answer your questions about this guide, and any special circumstances applying to your move.

We will:

- Contact a moving firm from our register of approved movers to arrange for an estimate.
- Work with the moving firm from issuing the contract to paying the invoice.
- Intercede with the moving firm on your behalf should difficulties arise.
- Provide you a quality of service follow-up survey when your move is complete.

INFORMATION...

About Ourselves

Employee Household Relocation Services is part of BC Mail Plus, a branch of Procurement and Supply Services, within the Ministry of Technology, Innovation and Citizens' Services.

We administer the BC Public Service Agency policy relating to the movement and storage of government employee household furniture and effects for new and existing employees who are members of the Bargaining Unit or are Schedule A, Category A, B and C, or Excluded Management employees.

We maintain a register of approved moving firms whose facilities have been inspected, and whose quality of service is reviewed annually through a comprehensive service quality program.

We can also provide employee household relocation services to government boards, agencies, commissions, Crown Corporations and public funded agencies.

About Your Ministry's Spending Authority

Your ministry has the financial responsibility for your move. The move process starts when the expense authority in your ministry (or branch) sends an **Employee Move Authorization** (Fin 191) form to our office. We obtain an estimate from a moving firm for the costs associated with your move. After checking the completed estimate, we forward the cost information to your ministry or branch expense authority. If the move estimate contains any extraordinary service charges, they will need to be approved by the expense authority.

About Risk Management Branch

Risk Management Branch, Ministry of Finance, administers a blanket loss or damage program. Section 2 of this guide outlines coverage issues and essential procedures for filing a claim for loss or damage. It is important that you become familiar with all the information in this section before your move begins. Questions about the coverage can be answered by calling the Risk Management Branch. Telephone numbers are located on the back page of the guide.

About This Guide

This guide contains information to help you prepare for a smooth move as well as BC government policies that govern employee household moves. *Section 1, Responsibilities of the Employee*, is arranged in time order to match the process of your move. The information is not all inclusive, and we ask that you call us with any questions that concern you about your household move. *Section 2, Coverage Information and Claims Procedures*, provides coverage information. Any questions regarding coverage information should be directed to Risk Management Branch.

SECTION 1 – RESPONSIBILITIES of the EMPLOYEE

PART A – ARRANGING YOUR HOUSEHOLD MOVE

Starting Your Household Move

Upon receipt of the Employee Moving Authorization (FIN 191) from your ministry's expense authority, the move is registered and a moving firm is assigned. All moves are assigned to moving firms on a rotational basis and may only be changed if you have experienced specific difficulty with the selected moving firm during a previous move.

Next we will contact you and ask some questions pertaining to your move. We need to know about your move in order to give you specific hints and instructions related to the goods that will be moved, and the services that must be provided. This information will also assist us in assessing the accuracy of the estimated costs provided by the mover.

Finally, we will have the moving firm contact you to arrange an estimate of your household goods at your convenience. Please note that the mover is not required to complete an estimate outside their regular work schedule 8 am to 5 pm Monday to Friday, excluding statutory holidays.



**Estimator comes
to your home to
do an estimate**

When Your Moving Firm Representative Visits or Calls

In most cases, a representative from the moving firm will visit your home to estimate the weight of the household goods. It is important to have someone

at the residence to ensure that ALL HOUSEHOLD GOODS to be moved are shown, and articles of special concern are brought to the attention of the moving firm. A visual estimate may not be possible if your home is in a remote area, is far from the mover's location, or if you are already at the destination, and no one is at your home to oversee the estimate. If an in-home estimate is not possible, the moving firm representative will call you to complete the estimate over the phone.



When the Move Rep Calls – Discuss Items of Special Concern

The estimate visit provides an ideal time to discuss questions with the mover, and to deal with issues or items of special concern in preparation for the move.

If your residence is not easily accessible by a moving truck, a shuttle service may be required.

The moving firm may consider providing a service related to those listed as Non-Admissible Items and Services. **The BC Government will not pay for any cost or assume any liability related to moving of Non-Admissible Items or provision of Non-Admissible Services. See list on pages 7 & 8.**

Maximum Weight Allowance

The maximum allowable weight of household goods moved is 18,000 lbs (8165 kg). If your move has the potential of exceeding 18,000 lbs, we will ask the mover to give you written notice of the potential charges. Knowing possible charges related to the excess weight will enable you to choose to either pay the mover's C.O.D. charges, or to move a portion of the goods another way.

Arranging Move Dates

You must arrange packing, loading and delivery days so that either you or your representative is present during the entire process. Otherwise, the moving firm and the BC Government may not be liable for damage or loss that occurs at those times.

Packing and Loading

The moving firm's services are to be performed between the hours of 8 am and 5 pm Monday to Friday, excluding statutory holidays. Arrangements to have the moving firm's services provided outside these hours should be made by mutual consent between you and the moving firm, and **must not result in additional charges to the BC Government.**

Delivery

The moving firm is allowed a specified number of days to deliver your household goods. Changes in packing,



The "Transit Time Guide" (TTG) is our negotiated standard that dictates the latest delivery date. The number of days depends upon the size of the load, the distance to destination, and the difficulty of servicing the origin and destination locations.



Make sure your contact numbers are clear

loading and delivery dates and times are often necessary, particularly in the busier spring and summer months. Please ensure that Employee Household Relocation Services staff are made aware of any changes to the existing arrangements during the course of the move. Also, please inform **the moving firm of your contact telephone numbers or e-mail address** so they can

advise you, should scheduling changes become necessary.

If you cannot receive your household goods prior to a specific date or time, it is essential that our staff and the moving firm are informed so that a **not before** date can be specified on the move contract. If the **not before** date extends the delivery past the transit time for your move, storage charges may be payable by the BC Government. We may ask you to try to adjust possession dates to avoid short-term or temporary storage charges.

Non-Admissible Items and Services

The non-admissible items and services listed below are **not permitted** to be carried by the moving firm at government expense. If you have Non-Admissible Items, please make alternate arrangements. If you have further questions, contact our staff.

1) Non-Admissible Items

Goods that are a hazard to other items in the shipment such as but not limited to:

- Household cleansers, bleach, paint, aerosol containers;
- Propane tanks (empty or full), explosives, ammunition; and
- Any items that may be flammable or liable to contaminate, stain or damage other goods.

Goods that require a higher level of security:

- Jewelry, precious stones, stamp collections, coins or currency (money), bank bills, notes, drafts, deeds, or valuable papers of any kind, letters or packets of letters;
- Household goods of peculiarly inherent or extraordinary value; manuscripts, blueprints, plans or other valuable papers, dies or patterns;
- Precious metals, or items manufactured from precious metals;
- Furs or garments trimmed with fur; and
- Fine arts including paintings, etchings, pictures, tapestries, statuary sculptures, marbles, bronzes, rare books, antique silver, porcelains and rare glass.

Goods that cannot be appropriately cared for in a moving van

- Live plants;
- Perishable foods including frozen foods;
- Liquors and wine;
- Household pets and livestock.

Items other than household goods

- Building materials (cement blocks, lumber, etc.), patio stones, outdoor barbecues made of brick, cement or stone, portable buildings;
- Goods or equipment related to a home-based business, farm or construction equipment including goods held for sale and tools of trade;
- Empty bottles (exclusive of preserving jars);
- Hobby items where the volume exceeds 70 cubic feet (2 cubic metres) or 496 lb (225 kg);
- Boats that require trailers, utility trailers, travel trailers, campers, or aircraft;
- Motorized Vehicles and their accessories; and
- Taxidermy.

Note: Arrangements for reimbursement of eligible expenses associated with the permissible movement of personal vehicles, trailers, campers and boats are normally made through your ministry.

2) Non-Admissible Services

- Connecting/disconnecting appliances or plumbing and electrical hook-ups;
- Dismantling and installation of water beds;
- Dismantling and reassembling swing sets, garden and other outdoor household goods;
- Removing or installing items such as valance boxes, curtain rods, picture wall hooks and clocks;
- Installing, removing or cleaning of wall-to-wall carpets;
- Split pick-up or delivery of household goods;
- Fumigation, moth proofing; and
- Third party servicing and/or appliance servicing.

PART B – DURING YOUR HOUSEHOLD MOVE

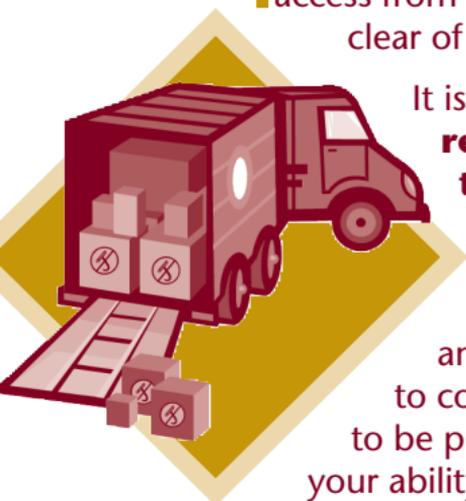
Preparation Prior to Packing and Loading Dates

Please ensure the following preparations have been completed before the moving firm arrives to perform packing services:

- Jewelry and other valuables should be put in a secure location;
- Back up all software and personal files on the hard drive of your computer;
- Firearms are to be unloaded and made inoperable with the use of trigger locks or removal of the firing pin;
- Gas powered equipment must have the gas and oil drained and these and other outside items should be made as clean as possible;
- Waterbeds must be drained and disassembled;
- Refrigerators and freezers must be clean and dry;
- Laundry, dishes & cookware must be clean;
- All appliances and electronic goods must be disconnected and serviced by a third party; and
- Goods in crawl spaces and attics must be brought out.

Packing and Loading

It is your responsibility to ensure that access from the truck to your home is clear of obstacles and debris.



It is essential that **you or your representative be present throughout the entire packing and loading process** to ensure that household goods are packed and loaded satisfactorily. Failure to comply with the requirement to be present may compromise your ability to make a claim. If you experience difficulty during the process of packing or loading, call us immediately.

Your move includes the packing and unpacking of all household goods. You may elect to pack or crate some (or all) of your household goods, but **Risk Management Branch may not cover self-packed articles should damage**



Make sure everything gets on the truck

occur. Self-packed goods may be subject to inspection by the moving firm to assess liability and to ascertain if re-packing is necessary.

The moving firm may refuse to move goods packed in an inadequate manner. Self-packed goods may be designated **at owner's risk**, on the Bill of Lading and on the Inventory forms.

It is your responsibility to ensure that all the household goods to be moved are loaded on the truck and items that are to remain at that residence are not taken. Do not remove any items listed in the inventory without notifying the mover. It is important to familiarize yourself with the Inventory forms, defining your household goods. Discrepancies on the Inventory forms should be discussed with the mover before signing them.



Someone must be there, checking the forms

Stay at the residence until the mover has departed and ensure that the home is secure. The BC Government will not be responsible for extra pickup of goods left, or return of goods taken in error or for any damage or loss that occurs as a result of your leaving the residence unsupervised.

Short and Long Distance Moves

The **Origin Agent** may assign the trucking portion of a long distance move, to a **Hauling Agent**. A moving firm close to your destination may be designated the **Destination Agent**. The destination agent may provide trained

personnel to assist the hauling agent with the unloading and unpacking, or storage facilities or settlement of damage claims. If your move involves a designated destination agent, contact that firm as soon as you arrive at destination and provide them with contact numbers so they can notify you if there are schedule changes.

The Origin Agent usually completes all short distance move services

Storage

The storage costs of household goods may be covered for a period not to exceed **two months** for union employees and **three months** for excluded employees. If the government-paid storage time expires, costs for continuing storage (including insurance) will become your responsibility.

If you must retrieve household goods prior to the delivery day, the moving firm may impose an access charge. This charge is your responsibility. You will be required to sign the inventory sheets indicating which items are taken and those removals must be confirmed with the moving firm. You must use care when handling stored goods or damage claims may not be accepted by the mover.

The BC Government may cover charges for delivery out of storage, if that delivery happens within 180 days. If household goods remain in storage for over 180 days, the mover's warehouse is considered the destination of the shipment. The mover will be your agent, and your stored goods will be subject to the rules, regulations, and charges of the mover.



Checking the forms upon delivery

Delivery

You or your representative **must be present at the new residence at the scheduled time to receive your household goods.**

You'll need to ensure that access in and out of your home is clear of all obstacles and debris. You must check all household good items against the inventory forms. Make careful note of items that have lost tags, or do not match the inventory forms before you sign for receipt. If you sign these forms without checking, Risk Management Branch will not be responsible for claims for loss. Any missing items should be reported to the mover and our office as soon as possible. Misdirected items are easier to locate when the trail is still fresh.

You should immediately check the contents of boxes appearing to show external damage.

Annotate on the Bill of Lading, any goods that are missing, or obviously damaged at the time of unloading. Signing for receipt of household goods will not negate your right to claim for damage found after unpacking is complete.

The moving firm is responsible for reassembling items such as beds and tables that were taken apart for shipping, and to unpack the household goods placing them on surfaces such as counters, tables and the floor. You are responsible for putting the household goods away, and the hook-up of appliances and electronic equipment. (Please refer to Non-Admissible Service on page 8.)

If you decide to unpack your household goods, annotate on the Bill of Lading and the Certificate of Packing/Unpacking to that effect. The moving firm is to arrange for a single pick-up of the packing materials, if your residence is within 50 miles of the destination agent. If you are more than 50 miles from the destination agent, you will be responsible for disposal of packing materials.

PART C – AFTER YOUR HOUSEHOLD MOVE

We will contact you after your move is complete to conduct a service quality review. In addition, we will send a **Moving Evaluation** form as well as claims procedure information. Please complete the questions and provide written comments of your move experience. This will provide valuable information necessary to improve the Employee Household Relocation Services program.

SECTION 2 – COVERAGE INFORMATION and CLAIMS PROCEDURES

This information is for **regular status** employee moves only. If you are unsure of your status, contact your ministry or the BC Public Service Agency.

It is important that you become familiar with all the information in this section before the move begins. Contact Risk Management Branch if you have any questions or require clarification.

Introduction

The first part of any claim is payable by the moving firm through a provision called the **release rate**. The release rate is \$1.00 per pound for the damaged item(s). Weight is calculated by reference to standard weights for furniture and appliance items and by standard box weight for packed items. Risk Management Branch will intervene in cases where a dispute has arisen between you and the moving firm regarding appraisal of damage and cost of repair or replacement.

The purpose of Risk Management Branch is to provide supplementary coverage against loss, damage, and destruction of an Employee's household goods during relocation. The Risk Management Branch contribution to a claims settlement will equal the cost of repair or full replacement of the household goods in question, subject to the more detailed terms and conditions outlined elsewhere in this document, less the contribution of the moving firm.

The total dollar value of the settlement will not exceed the total cost of repair or replacement of the lost or damaged household goods, and the limit of liability established by the collective agreement. The limit of liability for a regular status employee is \$60,000 (union) and \$75,000 (excluded).

Duration of Coverage: When goods are not removed from storage at the expiration of 180 days, the warehouse will be considered the destination of the shipment, and claims must be made to the Moving Firm within 60 days of the last service paid for by the BC Government.

PART A – SIGNING MOVERS FORMS

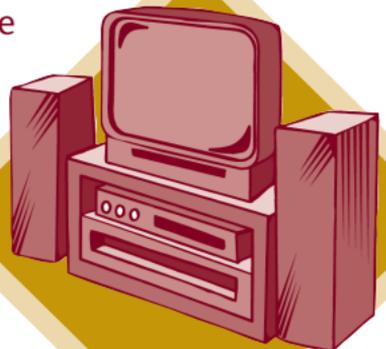
Inventory Forms For Regular Household Goods

You, or your representative, must be present to review the recording and defining of the household goods on the inventory forms so that any disagreement regarding the condition of your household goods can be resolved before loading.

If you sign an inventory form (which indicates a damaged condition of household goods prior to shipping), you preclude the right to claim for damage except where the type of damage differs from that damage listed on the inventory form. The condition noted on the inventory form will be referenced if a claim is filed with Risk Management Branch.

High Value Goods Inventory Forms

If applicable, you are responsible for completing a high value goods inventory form prior to loading by the moving firm. This inventory form identifies attractive household goods of value that can be subject to theft, and brings to the moving firm's attention, items requiring special handling and protection. High value items may include: television, satellite receivers, video camera, camera, DVD player, DVDs, sound equipment, compact disc player, compact discs,



High Value Goods

computer hardware and software. The items listed on the high value goods inventory form is not intended to be all-inclusive, nor is it intended to prove the condition of the items. You must not include items that are exclusions to the Risk Management Branch program. (Please refer to Non-Admissible Items regarding goods that require a higher level of security on page 7 & 8.)

You should place high value items in a single area for listing and packing on the day of loading. The high value goods inventory form is to be verified by the moving firm. The moving firm will then pack the high value items and seal the packing containers in a manner that indicates that the packing containers contain high value items.

Furthermore, you are responsible for locking all toolboxes in the presence of a representative of the moving firm.

PART B – COVERAGE INFORMATION

Exceptions to Risk Management Branch Coverage

1) Servicing Not Performed (third party servicing)

Liability will not be assumed for any damage to the mechanical, electronic, or other operations of appliances or electronic equipment that have not been properly serviced and verified as to working condition by a third party company or technician. Third party servicing includes clarification/verification of working condition, preparation of goods for shipment including; blocking the drum of a clothes washer, parking the hard drive of a computer.



Appliance Servicing

2) Non-Admissible Items

The items listed on pages 7 & 8 are not covered by the Risk Management Branch program.

3) Self-Packed Goods

Articles packed by you may not be covered should damage occur. If you have packed or crated

any or all household goods, the moving firm may either accept the packing as adequate, do a re-pack, or, with your consent, designate the household goods as **owner packed**.

If all household goods have been owner packed, the Bill of Lading will be noted as such, and the household goods will be released at **owner's risk**. If only some of your household goods have been owner packed, those household goods will be recorded on the inventory form as owner packed and will be noted as such on the Bill of Lading. They will be released at owner's risk. Where household goods are released at owner's risk, the moving firm and the BC Government will not be liable for damage to fragile articles that have not been packed by the moving firm (other than as a result of the moving firm's negligence).

4) **Home and Property**

The Risk Management Branch program does not cover damage to your home or property grounds, however the moving firm may be liable for damage of this type.

Items Not Covered

This program does not cover damage to, or loss of:

- a) Accounts, bills, deeds, evidences of debt, currency, money, coins, bullion, notes, securities, stamps, precious stones, jewelry, watches or other similar valuables, shipments by parcel post and/or mail;
- b) Fine arts including paintings, etchings, pictures, tapestries, statuary, marbles, bronzes, rare books, antique silver, manuscripts, porcelains and rare glass;

Note: You may obtain added insurance for fine arts through your own insurance agent at your own cost. You will be responsible for any deductible charged under such a policy and the policy to insure the scheduled items (such as fine arts) will be the primary policy where no proceeds are payable through Risk Management Branch.

- c) Pairs or sets: when one item of a pair or set is lost or damaged, only that single item will be repaired or replaced, not the pair or entire set;

- d) Any property consisting, when complete for use, of several parts, except for the value of the part lost or damaged, including installation;
- e) Any goods that have ceased to be at your risk (i.e. non-owned property);
- f) Property while waterborne, except while in the custody of motor truck carriers, and while being transported on any regular ferry or in or on railway cars or transfers in connection therewith; and
- g) Import shipments until fully discharged from import conveyance and then only after marine insurance has ceased to cover; nor export shipments after laden on board export conveyance or under the protection of marine insurance, whichever first occurs.

Perils Not Covered

This program does not cover against:

- a) Inadequate packing, improper preparation for shipment, or from insecure storage, when any of the foregoing has been carried out by or for you by other than a professional packer or employees of the moving firm;
- b) Loss or damage caused by rodents, vermin; leakage; evaporation; shrinkage; warping; atmospheric dampness, dryness, heating or cooling; or by being scented, wet or dry rot, mould, fungus, rust, evaporation, corrosion, change in colour or finish, contamination, inherent vice, gradual deterioration, latent defect or wear and tear;
- c) War, invasion, hostilities, acts of foreign enemies, civil war, rebellion, insurrection, military or usurped power, martial law, or confiscation by order of any Government or Public Authority; and
- d) Contamination by radioactive material.

PART C – BASIS OF SETTLEMENT

In the event of loss, destruction or damage by a peril covered under this program, it is understood and agreed that settlement will be based on the cost (at the time of the loss,

destruction or damage) of repairing or replacing the personal property of the employee.

In addition, replacement of personal property will be that of like kind and quality and without deduction for depreciation.

- a) Risk Management's liability thereunder will not exceed the least of the following:
 - i) the replacement cost of the property or any part thereof; or
 - ii) the amount actually and necessarily spent in repairing or replacing the property or any part thereof.
- b) The lost, destroyed or damaged property must actually be repaired or replaced, and with due diligence and dispatch. Failure to comply with this provision will limit the liability to the actual cash value of the property at the time any loss or damage occurs. The loss or damage will be ascertained or estimated according to the actual cash value, with proper deduction for depreciation, however caused, and will in no event exceed what it would then cost to repair or replace the same with material of like kind and quality.
- c) If any article identical to the one lost, destroyed or damaged is no longer manufactured or is not available, the basis of settlement will be that of a new article similar to the one lost, destroyed or damaged and which is of comparable quality and usefulness.
- d) Replacement cost will not apply to:
 - i) property which at the time of loss is not in good and workable condition;
 - ii) property which at the time of loss is not in use or available for use for its intended purpose;
 - iii) articles whose age or history contribute substantially to their value (including but not limited to memorabilia, souvenirs and collector's items). In such event, settlement is limited to the actual cash value of the property at the time any loss or damage occurs. The loss or damage will be ascertained or estimated according to such actual cash value with proper deduction for depreciation, however caused, and will in no event exceed what it would then cost to repair or replace the same with material of like kind and quality.

PART D – CLAIMS PROCEDURES

You must submit a claim form to the moving firm within sixty (60) days of the delivery of your household goods or your claim may not be accepted. Follow the time limits listed below to have your claim resolved quickly and efficiently. **You may be unable to file a claim if you do not follow correct procedures.**



1. As soon as you are aware of damage or loss of household goods and the unpacking process has been completed, contact the moving firm and request an official claim form. Then, notify Risk Management Branch that you are filing a claim. The mover will fill out part of the claim form and the remainder must then be completed by you. If you do not receive the form within seven (7) days of request, immediately send written notice to the moving firm. If after seventeen (17) days the moving firm has not responded to the request for a claim form, contact us.
2. Complete the claim form and submit it to the moving firm, showing ALL claim items within sixty (60) days of the receipt of all household goods. At the same time, send the following items to Risk Management Branch:
 - a) legible photocopy of the completed claim form;
 - b) a list describing the items shown on the claim form, and the nature of the damage;
 - c) copy of both sides of the Bill of Lading; and
 - d) copy of the inventory compiled by the movers.
3. When you complete the initial claim form, do not sign any release or other form relating to the lost or damaged household goods, or endorse any cheque offered by the moving firm, without first obtaining approval from Risk Management Branch. The branch will not be responsible to continue the claim process if you fail to obtain this approval.

4. The moving firm may contact you to inspect the damaged household goods. They should be provided with reasonable opportunity to inspect the alleged damage in the original package(s). After determining their liability under the terms of the Province of British Columbia Conditions and Schedule for Moving Household Goods, the moving firm will advise you of any amounts for which it accepts liability. This liability may be based on weight rather than actual value.

A certified or sworn statement of claim may be required. At this stage you should discuss any particulars of the damage or loss with the moving firm, and you may permit the moving firm to repair or replace, at its own cost, the lost or damaged items.

5. Please answer all requests for information from Risk Management Branch without delay. When the Risk Management Branch provides an insurance adjuster, provide all reasonable assistance requested by the adjuster to ensure your claim may be settled promptly.
6. The Risk Management Branch will take all necessary action to expedite the settlement of an Employee's claim. Call Risk Management Branch with inquiries concerning outstanding claims.



CONTACT INFORMATION

Employee Household Relocation Services
PO Box 9453 Stn Prov Govt
Victoria BC V8W 9V7
Ph: (250) 952-4038
Fax: (250) 952-5117
Website: www.pss.gov.bc.ca/bcmp/

Risk Management Branch
Ministry of Finance
595 Pandora Avenue
Victoria BC V8W 1N5
Ph: (250) 952-0845 or
(250) 952-0834
Fax: (250) 356-0661

Employee
Household
Relocation
Services staff wish
you success in your
move and new position.
We will do our best to
ensure you have an
enjoyable
household
move.



BRITISH
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