



Relocation Support

Allied Health

WELCOME TO MAYO CLINIC!

As you look forward to joining your new team, we also look forward to your arrival.

Undoubtedly, the task of moving can be a challenging one. We hope you find the lump sum information for your relocation assistance noted in Mayo Clinic's offer letter helps to ease most of your concerns. Before you start your first day, there is a great deal you need to do, both personally and professionally.

Here you will find answers to questions you may have about the household moving services available to you. To ensure a smooth and orderly move, we encourage you to thoroughly read this information and any other materials provided by your chosen carrier. We suggest keeping this information nearby at all times during the move for quick and easy reference. Please find a convenient location to store your moving-related documents, reservations and receipts.

Any questions or inquiries can be directed to the appropriate contacts listed in this guide. We wish you a smooth relocation. *Welcome!*

A silhouette of a person standing on a rocky mountain peak, looking out over a vast landscape of rolling hills and mountains under a bright, low sun, creating a warm, golden glow.

LIFE
CHANGING

How to Proceed

Here are the tools you will need for your relocation.

Relocation Support Guide & Checklist

- Thoroughly read the Relocation Support Guide
- Call or e-mail Mayo contracted carriers for your site and choose a carrier.
- Or arrange for rental vehicle if needed to move yourself.
- Schedule on-site assessment with your selected carrier
- Prepare for the move
- Delivery of goods
- Unpack
- Make claims for loss or damage (if applicable)

Getting Started

You may either choose one of the Mayo Clinic contracted movers provided below or a moving company you know locally.

Mayo Clinic has negotiated favorable rates for full-service movers that have provided excellent service to new employees for many years. Their contact information is listed by site. Let these experts who know Mayo Clinic manage your move and offer services that fit within your budget and needs; they will help you get the most from the lump sum funds and leverage any available discounts.

To be eligible for household relocation benefits provided by Mayo Clinic, you must currently reside a required distance from the Mayo Clinic site to where you will be relocating for work:

- 70 or more miles for Mayo Clinic in Rochester, MN
- 70 or more miles for Mayo Clinic in Scottsdale/Phoenix, AZ
- 70 or more miles for Mayo Clinic in Jacksonville, FL
- 250 or more miles for Mayo Clinic Health System

Additionally, individuals must relocate within a 50-mile radius from the Mayo Clinic hiring site.

After you select a mover they will arrange to review your current household to determine what is needed to pack your belongings. You will identify the date range for your move with your selected moving company.

MAYO DISCOUNTED MOVING COMPANIES

WHEN MOVING TO ARIZONA:

ATLAS VAN LINES

Toll Free: 877-256-6778
Client Contact: Amy Kean/Ricardo Barksdale
E-Mail: mayoclinic@atlasworldgroup.com

MAYFLOWER/DIRCKS MOVING SERVICES

4340 West Mohave Street • Phoenix, AZ 85043

Toll Free: 800-523-5038
Local Phone: 602-269-5526
Client Contact: Marcy Ehrlich
E-Mail: mehrlich@dircks.com

WHEN MOVING TO FLORIDA:

ATLAS VAN LINES

Toll Free: 877-256-6778
Client Contact: Amy Kean/Ricardo Barksdale
E-Mail: mayoclinic@atlasworldgroup.com

UNITED - Suddath Relocation Systems

8743 Western Way • Jacksonville, FL 32256

Toll Free: 800-879-1283
Local Phone: 952-828-7978
Client Contact: Eliza Zimbeck
E-Mail: Eliza.zimbeck@suddath.com
Move Initiations: Mayomovers@suddath.com

WHEN MOVING TO MIDWEST LOCATION / ROCHESTER, MN:

ATLAS VAN LINES

Toll Free: 877-256-6778
Client Contact: Amy Kean/Ricardo Barksdale
E-Mail: mayoclinic@atlasworldgroup.com

MAYFLOWER TRANSIT / METCALF MOVING & STORAGE UNIGROUP

1550 Third Avenue SE • Rochester, MN 55904

Toll Free: 800-356-7996
Local Phone: 507-288-5255
Client Contact: Lisa Rosaaen/Greg Eaton
E-Mail: mayo@metcalfmoving.com

Preparing For Your Move

You will work directly with the moving company to initiate the planning and implementation of your move. **During busy months (May through September), contact the mover four to five weeks prior to the move** to facilitate scheduling. During the remainder of the year, contact the mover **three to four weeks prior** to the move, earlier if possible.

When you contact your mover, be sure to request that the moving representative make a personal visit to your residence in order to make a pre-

move estimate of weight and costs for packing and removal of your goods. At that time, they will explain the moving procedure and answer any questions you have. Obtain the name, address and telephone number of the carrier's origin and destination agency offices.

It is important to keep the destination agent and/or the driver informed of how and where you may be reached at all times until your shipment is delivered.

▶ APPLIANCES

Certain appliances may require power disconnect at origin and reconnect at destination. Usually, this requires special service, as well as motor tie-down, to protect the mechanisms during movement.

▶ TELEVISION SETS, FLAT SCREENS AND COMPUTERS

Because of the sensitivity of these electronic devices, no assurance can be made that readjustment will not be necessary after movement. Therefore, any service for color restoration or readjustment will be at the employee's expense. Claims will only be honored when an item has sustained exterior damage or when a technician has certified that carrier mishandling or negligence caused interior damage.

▶ REFRIGERATORS AND FREEZERS

These items must be thoroughly defrosted, cleaned and free of any moisture 36 hours prior to shipping.

▶ PERISHABLE FOODS

Dispose of all perishable foods and beverages prior to the packing of your household effects.

▶ FLOOR COVERINGS, CEILING AND WALL ATTACHMENTS

Curtain and drapery rods, mirrors, light fixtures on walls/ceilings and the like should be removed from wall surfaces. If carpeting is to be taken up, all tacks should be removed. The carrier will perform these services at an extra per-hour charge at your expense.

▶ ITEMS OF SPECIAL VALUE

Arrange for the handling of items of special or extraordinary value such as jewelry, precious stones, collector items, rare books, wills, insurance policies, securities, family pictures, money, etc. Inclusion of such items for shipment is solely your risk and responsibility. These items are excluded from insurance coverage.

Other high-value items, such as paintings, art objects, antiques, silverware, electronic equipment, expensive clothing or grandfather clocks, are covered by insurance negotiated by Mayo with its contracted carrier and may be included in your shipment (verify with other movers if not using one of those listed on page 2). These items must be noted separately with their values stated on the Carrier's Bill of Lading or on the manifest inventory, in order for

adequate protection to be provided. You should let the mover pack and handle such items, and you should carry small valuables with you.

▶ DO NOT SHIP

Alcoholic beverages, combustibles (paints, lacquers, aerosol products), ammunition, live plants or shrubbery will not be shipped.

▶ BELONGINGS IN STORAGE

If any of the household goods to be moved are housed in a storage warehouse, the employee must give written authorization for their release to the carrier for the warehousing agent. The employee is responsible for all costs associated with storage. Additionally, you must settle any outstanding storage charges prior to arranging for pickup of warehoused goods.

▶ CONTENTS INSPECTION

Carriers or agents can open and inspect the contents of boxes and other packages, or require other sufficient evidence to determine the actual character of the contents. Carriers and their agents will not accept any property for shipment that may be liable to contaminate or otherwise damage equipment or other property. If necessary, fumigation of infested household goods will be done at your expense.

Additional Important Carrier Information

Pre-move Assessment

When a carrier agent has been chosen to move your household effects, you will need to work with the agent to arrange details of your move. The carrier will prepare a pre-move estimate of weight and cost of your shipment and will furnish you with a copy of the Federal Highway Administration (FHWA) OEE – 100 brochure. All intrastate moves will fall under their intrastate tariffs and regulations.

Before the agent arrives, tour your home including the attic, patio and garage to be sure that everything to be moved is visible. During the assessment visit, show everything that is to be moved so that an accurate estimate of the total weight to be moved may be compiled. An accurate estimate is essential for carrier planning.

Weight of Household Goods

Mayo's contracted carrier's discounted rates are based on weight of all household goods in your inventory. There is not a weight limit for your household move, but you will need to consider total weight as you budget with your relocation support lump sum and personal funds.

Packing and Loading

Carriers are qualified to perform pack-and-load service efficiently and professionally. We recommend letting the movers both pack and load. You should point out fragile items that may need special attention by the packers.

Any items not to be shipped should be well identified by placing a large and visible "DO NOT LOAD" on each item. Have the driver adjust your copy of the estimated weight sheet if goods to be left behind were included in the estimate.

Inventory

On all interstate moves the driver will inspect and tag each piece to be moved and compile an inventory of the goods to be shipped. Since the Household Goods Descriptive Inventory becomes the "manifest", and is the basis for claim settlement, it would be advantageous to accompany the driver to inspect and ensure that the physical condition of each piece is properly described as he denotes it on the manifest.

Delivery Dates at Destination

Carriers must provide pickup on one guaranteed date and delivery on one of two guaranteed dates (established on the day of load) for shipments of 4,000 pounds or more. The carrier must notify you if it is impossible to meet those dates and then set up a new delivery schedule if necessary. You are also to receive notification of the van's location, condition of your shipment and reason for delay.

Bill of Lading

The bill of lading is the contract for transportation of your shipment. The bill should contain the "tare," or pre-loading weight, of the vehicle. Compare the bill of lading weight against the tare weight shown on the weight certificate. If you find inaccuracies, insist they be corrected immediately. This document should also clearly and accurately include the place of delivery and the name, address and telephone number of where you, or some other concerned party, can be notified of possible delays while your goods are in transit.

Insurance Coverage

Mayo's contracted carriers will be responsible for the cost of insurance covering your shipment for an insured valuation up to \$100,000, based on \$5/lb. For example, a 10,000-pound shipment would have \$50,000 of insurance coverage. Should you wish insurance coverage in excess of the determined amount for your shipment, this can be arranged with the carrier. If using another mover, ask about insurance coverage and applicable cost to you.

Should you wish insurance coverage in excess of the determined amount for your shipment, this can be arranged with the carrier.

In the event of a claim, you are responsible for providing the evidence of loss or damage. Reimbursement for repairs and/or replacement shall be subject to normal depreciation.

The carrier's pre-move estimate of weight and cost is not a firm contract and is not binding on either you or the carrier. However, it should fall within 10 percent of the actual weight or cost of an interstate move or as regulated by state or provincial regulatory bodies in the case of intrastate moves. The estimate allows the carrier to plan for needed equipment and manpower, and to give you a reasonable idea of what your move will cost and weigh. Eventual charges are based on actual weight. The Federal Highway Administration (FHWA) may investigate carriers whose estimates are found to be inaccurate.

Suggestions for Delivery and unpacking.

► DELIVERY

Be at your new location on or before the delivery date; be present when your shipment arrives. Check off each item from your copy of the inventory as it is unloaded, and note missing or damaged items. Transpose these notations to the carrier's copy of this document for damaged items.

Do not sign any papers until the delivery has been completed and you have verified the driver has not charged for services that were not performed. Sign for only those services performed by the carrier at origin and at destination. Write "none" in any blank spaces relating to services that were not rendered.

► UNPACKING

With Mayo's contracted carriers, you have the option of the mover provided unpacking service. Unpacking only includes the removal of the contents from the cartons and the disposal of the empty cartons and packing material. Movers are not required to unpack cartons you have packed, though they must unpack everything the origin agent packed, if you so desire.

If you choose to do your own unpacking, you must dispose of any debris or cartons at your own expense. If you request the agent to make a trip to your residence to retrieve the packing materials, additional charges will be your responsibility.

If using a Mayo-contracted mover and it is necessary for unpacking to be completed on the day following delivery, make definite arrangements for this service with the driver.

► CLAIMS FOR LOSS OR DAMAGE

If loss or damage occurs to your goods during shipment, you must have proof for any claim you file. The best proof is the written notation of losses or damage that you make on the bill of lading, the inventory or the delivery receipt. If you later discover you have further loss or damage, you may still file a claim within nine months.

Some claims must be verified by inspection. Do not begin repairing, replacing or destroying items that were damaged or broken until you have contacted the carrier.

The most critical factor in your claim will be notations you make for missing or damaged goods. If notations of damage or loss are not made, you are giving a clear receipt that states loss or damage has not occurred.

