



vip CORPORATE[®]
HOUSING



Why Choose VIP as your relocation supplier partner?

We understand the critical importance of choosing your supplier partners. A tested, proven and innovative temporary housing company engaged with corporate relocation and the future of mobility is essential to ensure a smooth and successful housing solution and relocation process for your consultants and transferees. For over 20 years, our dedicated team of professionals has been assisting 1000's of relocating families and professionals. We are experienced and knowledgeable in corporate relocation and mobility allowing us to provide housing solutions that match your service level standards.



Respectful



Credible



Responsive



Professional

About VIP

Founded in 1997, VIP a truly diverse company is a forward thinking, highly innovative company that draws on its corporate housing experiences and industry expertise to provide a 'best in class' corporate housing service. Our staff has an average industry experience of over '18 years' and our senior leadership '25+ years'. By combining our experience and best practices of the industry with innovative technology, VIP has created an environment that increases efficiency and improves productivity at every level of our organization. We are proud participants, Chairs and Founders of many industry organizations. We are members of the Worldwide ERC, local ERC Chapters, CHPA (Corporate Housing Providers Association) and ASAP (Association of Serviced Apartment Providers) and maintain several quality accreditations and certifications including CRP, CCHP and ASAP. We have been proudly recognized with many awards over the years. As importantly we are involved with many inspiring and important charitable causes and organizations.

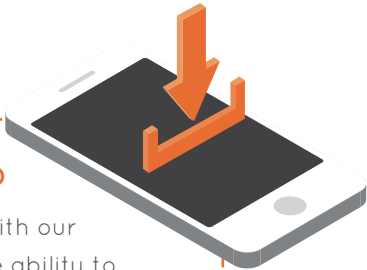
Our Commitment to Service Level Standards

- **Portals:** We are experts and 'Verified' operator of industry portals and platforms.
- **Reservations:** We are committed to providing the best option for your furnished housing needs within 2 hours while meeting each requests specific housing requirements. We consider ourselves your strategic partner in making the best decision for you or your transferees.
- **Perfect Move In:** We promise your keys will be available on time, your move-in seamless, and your apartment properly prepared, clean and comfortable. High quality furnishings, housewares, in utility and technology ready units, photo inspected.
- **Service Requests:** Your dedicated experienced guest service team is trained, prepared and on-call with solutions to even the most complex needs. Our team while using our service tracking will acknowledge within 2 hours of service requests along with a 24 hour resolution if not sooner. We can provide you a dedicated email address strictly for your consultants and assignees.
- **Customized Billing:** We can provide all types of billing options customizable to fit your needs.
- **Reporting:** Timely, customized and detailed and summary reporting.
- **Business Review and Guest Satisfaction:** Review monthly reports and guest satisfaction results. Partner feedback and action plans to continually improve productivity.

Innovative Technology


We are at the leading edge of the industry. We provide useful tools to ensure stays with VIP are stress free and enjoyable for transferees. For consultants, we provide the detailed information, reports, and solutions that demonstrate VIP is truly a strategic partner, not just a supplier.

CONVENIENCE ON THE GO




Our Mobile App is designed with our guests in mind. It provides the ability to view arrival instructions, map directions and submit service requests, all encompassed in one place. **VIP Smart Text Assistant** is our latest technology that provides check-in information, stay reminders, and check-out details to each transferee's mobile device through text.

CLIENT-FOCUSED SOLUTIONS




VIP uses the leading corporate and temporary housing software applications available. It provides property management, financial accounting & customized billing, reservation systems, maintenance tracking, guest profile details to manage all of VIP's rental capabilities, and numerous other business applications. Our systems handle credit card processing accurately and securely as well as manages multiple roommates, block rentals, and all key guest/client information.

PRIORITIZING SECURITY & PRIVACY



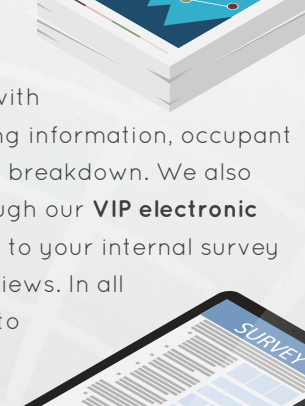
VIP is one of the first corporate housing companies in America to deploy all software on established servers off-site. This IT option provides numerous redundancies, **99.97% uptime, instant 24/7 access for our staff members, and unmatched security.** Our platforms meet all of the latest security, disaster recovery, and redundancy protocols called for with our relocation, government and private industry clients while meeting GDPR guidelines.

PAPER-FREE



You have no paper forms with VIP Corporate Housing, our agreements feature **electronic signatures**, making your rental process easy and secure with easy to use digital signature software while entailing our encryption technology. We safely take care of the reservation agreements from beginning to end.

BUSINESS REVIEW



VIP provides reports upon request, but also on a quarterly or annual basis with monthly spend and budgeting information, occupant information, and referral fee breakdown. We also listen to our customers through our **VIP electronic survey program** or adhering to your internal survey program and dashboard reviews. In all cases, we use the feedback to optimize our service and continuous improvement.