

INTERNATIONAL PARTNER SERVICE LEVEL AGREEMENT : **ORIGIN, DESTINATION & 3RD COUNTRY MOVE**

THIS SERVICE LEVEL AGREEMENT, (SLA), dated as per email sent., execute between your company , (hereinafter referred to as “Agent”) and **MY Moving Mobility (M) Sdn. Bhd. (MY Moving)**, having its office registered and located at Kuala Lumpur, Malaysia.

Important:

This Service Level Agreement valid for 2 years from the date of email sent to the Agent.

1. AUTHORIZATIONS: Upon received of the email sent to you with SLA attachment, it shall serve as your understanding of **MY Moving** requirements services for all shipments handled on behalf of **MY Moving**. Do contact or email to **MY Moving** as soon as possible if you need further clarification.
2. AUTHORIZATIONS/NON- AUTHORIZATIONS: You also confirms your agreement to abide by the instructions and procedures contained in this SLA. Areas that are not outlined in **MY Moving** SLA must be authorized by **MY Moving** before services will be performed.
3. CONFIDENTIALITY: Agent shall keep confidential on all information supplied by **MY Moving** or its employees except to the extent such information is necessary to disclose to subcontractors or Agent actually involved in an individual move.

Data Privacy Policy

Agent will only collect, store and use personal information of our clients for defined purposes. Use their information to support and enhance their removal or relocation process, for example, to perform customs clearance, ship their goods and provide quality service and support. Agent will not sell their personal information. Information regarding our clients (such as name, address and phone number) or the service they’ve solicited will not be given or sold to any outside organization for its use in marketing or solicitation.

Agent will only share our client’s personal data with other companies with our consent, as required by law or with companies that help **MY Moving** moves management fulfils its obligations with their clients, and then only with partners who share **MY Moving**’s commitment to protecting the privacy and data of our client.

4. **ANTI BRIBERY:** Agent pledge to take a zero- tolerance approach to bribery and corruption. At all times, agent should act professionally, fairly and with the utmost integrity in all business dealings and relationships. This will apply wherever they operate.

- Never engage in any form of bribery, either directly or through any third party.
- Never offer or make an improper payment, or authorize an improper payment (cash or otherwise) to any individual, including any local or foreign official anywhere in the world.
- Never attempt to induce an individual, or a local or foreign official to act illegally or improperly.
- Never offer, or accept, money or anything of value, such as gifts, kickbacks or commissions, in connection with the procurement of business or the award of a contract.
- Never offer or give any gift or token of hospitality to any public employee or government official or representative if there is any expectation or implication for a return favour.
- Never accept any gift from any business partner if there is any suggestion that a return favour will be expected or implied.

5. **NON-EXCLUSIVITY:** **MY Moving** and you have the right to conduct business and enter into agreements with any other company without any exclusive agreement with **MY Moving**.

6. **TERM:** This agreement gives no guarantee of future business and does not require official notice by either party to be terminated. It will remain in effect on a shipment by shipment basis.

7. **CHANGES:** All future changes will be communicated in writing and each revision we be highlighted for easy identification.

Issued by : **MY MOVING MOBILITY (M) SDN. BHD.**

Name : **Tony Yong**

Title : **General Manager**

E-mail : **tony.yong@mymoving.com.my**

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GENERAL COMMUNICATION

GENERAL INSTRUCTIONS

All information and/or documents related to the move are expected to be exchanged via email with MY MOVING office only.

You will be provided with authorizations/allowances for each move. It is your responsibility to advise MY MOVING immediately if these authorizations or allowances are exceeded.

You will receive ORIGIN or DESTINATION Agent detailed Instructions on each shipment related to that shipment. Please read and communicate to everyone involved with the move, especially the crews.

It is important that you clearly identify yourself as “MY Moving Third-party service provider for (packing/delivery) services” the first time that you speak with the family and at the beginning of your conversation. It needs to be clear to them that you are representing MY Moving.

All transit related issues and all schedule changes or requests should be advised to MY Moving. We should be notified of any direct communication or special requests initiated by the shipper.

When we request information and you do not have answers, please let us know that you received our request and when you expect to have an answer.

Please advise MY Moving of the scheduled pack, load or delivery dates. Please advise MY Moving if the shipper contacts you directly to change packing, loading, or delivery dates or change in items to be shipped. The shipper and MY Moving must be advised of your expected arrival time at least 48 hours in advance.

Do not provide any invoice, cost or rate information to shippers, accounts or anyone else who may call, write or request in any manner. Notify MY Moving if this occurs.

It is required that a crew leader introduces him/herself and their crew and makes him/herself known and available at all times with the shipper.

One or more of the crew or member office staff, who should be available at any time of the packing, should speak English and/or the shipper’s language. Please notify MY Moving in advance if this is not possible.

Arrive at the home at the scheduled time. If the crew should not arrive on time, you must inform the client and MY Moving immediately.

A description of your intended process and time schedule should be explained to the shipper when you arrive.

MY Moving may arrange the pickup of the shipment from your warehouse. You will be notified before the packing date. Proper floor coverings, wall protection, and railing protection should be planned for and accomplished prior to beginning packing and loading up on request of the client or MY Moving.

Please scan and e-mail originals of signed packing inventories, weight tickets and all other documents related to the move within 24 hours of pickup of the shipment.

SURVEYS

Once notified by MY Moving for a survey of a shipment, the shipper should be contacted within hours and never more than one day (24 hours) to arrange a survey date and time. MY Moving should be advised within the same 24-hour period by email of the date and time of the survey.

Please send your survey results and rates only on the form we provide you on each survey/rate request. Our form will provide the information and instructions to be followed.

ORIGIN SERVICES

ORIGIN INSTRUCTIONS

The packing and loading crew should stay consistent throughout the move. Please advise if this will not be possible so that we can advise the shipper.

Please make sure to check any Restricted Items lists prior to surveying and packing, and advise the shipper that these items are not permitted to be packed and shipped. It is important that the packing crew have a copy of this list.

Only new packing material is to be utilized.

Provide ocean and airline, sailing and flight information to MY Moving as soon as it is available. We will request you to provide to us the details of the airline and shipping line you use to quote.

Check any Restricted Items lists (by country or account) prior to surveying and packing, and reconfirm with the shipper. MY Moving has already addressed this with the shipper during our consultation. Please advise ASAP if they insist on including restricted items.

Do not discuss transit times, sailing information, or flight information with the shipper unless authorized by MY Moving. Please advise surveyors and operational staff report the net and gross weight and chargeable (air shipment only) to MY Moving within 24 hours for air shipment or 48 hours for sea shipment of completion of loading.

PACKING SPECIFICATIONS

Please follow strictly all the MY Moving packing and service requirements:

Floor, door/entrance frame, wall corner and others, protection must be used inside the residence.

Legs and shelves must be disassembled whenever practical.

All pieces of furniture must be exported wrap with bubble wrap or Kraft paper.

DO NOT PACK OR LOAD ANY NEW FURNITURE (without agreement from MY Moving).

All small, packable, loose items must be export packed.

Any fragile items such as marble pieces, marble tops table, fine art including oil paintings, large mirrors, plate glass, mirrors, delicate furniture are to be custom crated (Please send us an inventory of these items.)

All pictures, prints, framed mirrors (if not in wooden crates) must be wrapped in pads, separate by cardboard inserts and packed into cartons, if possible.

All curtains must be packed into lay down wardrobe cartons – not dish pack.

All mattresses must be packed into mattress cartons.

Hanging clothes must be packed into Hanging Wardrobe cartons or Flat wardrobe cartons.

Dried, artificial flowers, plants must be packed alone inside a carton

All items must be professionally packed and inventoried.

Electronic items should be wrapped in bubble wrap prior to being packed into cartons.

Tape should never be placed directly on a wood or item surface.

Only fully and properly packed items of light weight should be placed in the bottom of a stand-up wardrobe. They should not interfere with long hanging items.

Lay down wardrobes should be considered for air shipments to save volume, and hanging wardrobes should be considered for sea shipments as you do your volume calculation.

All furniture, (wooden, upholstered other), should be covered from top to bottom and end to end with special attention paid to ends, sides, and corners. Extra padding and/or special corner protectors should be used to protect these areas.

Special care should be taken to ensure that ocean, air and storage items do not end up in the wrong place. Clarify final location with the shipper if you are not sure and advise shipper when signing forms to review for items.

Please verify that CDs, DVDs, and games are physically located in their cases before packing.

Please contact us if shipper asks you to pack alcohol, liquids, firearms, money collections, furs, or high value jewellery.

If approved for shipping, new items must not be packed in their original carton. These must be repacked. If electronic items are located in a basement, attic, and/or garages, and are currently not being used, please note this on the packing list.

PARTS

You must use a "Parts Box" for all screws, bolts, hardware, remote controls and loose pieces from all disassembled items.

The parts box should be easily identifiable or labelled and loaded by the doors of the container so that it is the first item off. It is suggested that you use a carton of a different colour such as yellow or red. All parts placed into the parts box should be separated and clearly labelled as the piece and location it came from i.e. dining room table legs.

INVENTORIES

You are required to provide us with a packing inventory that is detailed in your descriptions of the items in cartons. Please be as descriptive as possible.

You are required to list all exceptions (pre-existing damages) on the packing inventory so that we are aware of any damage that was present prior to your wrapping and packing the item. It is suggested that your crew leader walk through the house with the shipper and/or spouse/partner to make them aware of all damage you are listing as pre-existing on the packing inventory.

Please make us aware of any item of exceptional value or any item that is not replaceable or is sentimental to the relocating family. You should make notes to take special care with the packing of these items and note all pre-existing damage, as indicated above.

We encourage using inventory stickers as opposed to writing the number on the outside of the packing material. Inventory stickers should be placed in a safe, visible location (side of carton not on the top) on the outside of the packing material for each item so that it can be clearly visible to the delivery crew. Do not place stickers directly on furniture. All items must be inventoried and have a unique number.

All items should be clearly and accurately identified on the packing inventory.

The cube, (size), of each carton should also be listed on the inventory.

Inventories should note the room in which the goods originated. This should be written on the packed items and cartons.

If the relocating family has multiple containers, liftvans, or air containers, it should be noted on bingo sheets in which container each item is located.

All inventories should be legible for Customs and should be in English and clearly readable.

The "Parts Box" should be inventoried as Item # 1 on the inventory.

Completed inventories must be signed by the owner of the goods, and the crew leader acknowledging contents. The original inventory is to be sent to SMM with all other document.

LIFTVANS AND AIR CONTAINERS

All liftvans and air containers should be new or have the appearance and structure of new liftvans and air containers.

All wooden liftvans must be constructed of treated wood so as to meet all international wood packing material requirements.

Bingo sheets should be used when loading more than one liftvan or air container in order to identify where each inventoried item is located.

All liftvans and air containers should be banded and marked appropriately and clearly with stencilling or a label.

All liftvans and air containers must be waterproofed by lining the interior with plastic or other waterproof material attached securely to the sides of the liftvan or air container, and properly caulking and sealing the seams of the liftvan or air container at the warehouse prior to being loaded.

Please mark the containers as instructed on the Origin Agent Instruction Sheet.

Air containers should be loaded at the residence whenever possible.

Please discuss this with shipment coordinator at MY Moving if this is not possible.

In the event that liftvans are placed into a container, a bulkhead, (blocking & bracing), should be built to keep crates from excessive movement.

Crate dimensions and actual weights are required on all liftvan and air shipments.

STEAMSHIP CONTAINERS

You should inspect all steamship containers for holes or damage when received prior to loading.

Containers that do not pass inspection must be removed, replaced and re-inspected.

All containers should be inspected to prevent the introduction of unauthorized materials or persons prior to closing the doors and sealing the container.

All dates that a container is in SIT must be communicated to MY Moving.

All containers in SIT must be secured in a warehouse or fenced location with the seal in place. The seal must be checked. When the container comes out of SIT to ensure that it was not changed.

All steamship containers should be loaded at residence. Please advise MY Moving following the survey if a shuttle will be necessary.

Contents of steamship containers must be properly blocked, braced, and bulk-headed. This is also applicable to domestic shipments. A certified PAS ISO 17712 seal must be used on all containers.

All seal numbers at the point of loading must be recorded and provided in writing to MY Moving. Any change in the seal # prior to shipping must be provided to MY Moving.

Your crew will have to measure the empty space left in the container at the loading place from the end of the loading to the edge of the container.

Your crew will have to take a clear digital picture of the empty space left in the container with the name of the client and the empty space left in the container. (We provided to all agents worldwide the exact rules which have been signed and agreed by them).

We will ask you also to provide us with the weigh ticket of the container.

The picture(s) and other requested details must be sent by e-mail to the MY Moving coordinator.

No pictures, measurements detail and weighing ticket will cause a delay in payment and will authorize MY Moving in requesting the destination agent to provide the details and information.

OVER THE ROAD / LAND SHIPMENTS

MY Moving will advise type of packing, i.e., blanket-wrap, international wrap, and/or liftvans.

You should inspect all trailers/containers for holes or damage when received.

All trailers/containers should be loaded at residence. Please advise MY Moving following the survey if a shuttle will be necessary. Contents of trailers/containers must be properly blocked, braced, and bulk-headed.

All trailers/containers should be inspected to prevent the introduction of unauthorized materials or persons prior to closing the doors and sealing the container.

All dates that a trailer/container is in SIT must be communicated to MY Moving.

All trailers/containers in SIT must be secured in a warehouse or fenced location with the seal in place. The seal must be checked when the container comes out of SIT to ensure that it was not changed.

Your crew will get the Security Measuring Tape at the expat's residence and will have to stick it in the truck from the end of the loading to the edge of the truck/trailers.

Your crew will have to take a clear digital picture of the Security Measuring Tape, indicate the exact internal size of the vehicle and indicate them clearly on the e-mail, the name of the client and the empty space left in the truck/trailers. We will ask you also to provide us with the weigh ticket of the truck/trailers.

The picture(s) and other requested details must be sent by e-mail to the MY Moving coordinator.

No pictures, measurements detail and weighing ticket will cause a delay in payment and will authorize MY Moving in requesting the destination agent to provide the details.

CONTAINER SEALS

Certified PAS ISO 17712 seals must be used on all containers/trailers. Seals must be inventoried and managed by a warehouse manager or other senior manager.

Seal #'s must be provided to MY Moving in writing. Any change in a seal number prior to shipping must be provided to MY Moving.

Any knowledge or suspicion of tampering with seals prior to shipping must be reported to senior management and MY Moving notified. The container and its contents would need to be re-inspected prior to shipping.

The seal needs to be checked and if the number does not correspond to the one given on the B/L; this must immediately be reported to MY Moving.

Whenever possible the seal must be cut-off in front of the client and shown to the client.

AUTO PREPARATION FOR EXPORT

Make sure fuel tank is as empty as possible. Disconnect the battery before shipping. Please ensure that the shipper has returned the license plate, if applicable at origin.

Nothing can be packed or stored in the automobile. Everything should be removed except for the original factory equipment.

Complete a descriptive & clear car status report that notes the condition of the car before shipment and have the shipper sign it.

Make sure the car is securely blocked and braced in the container whether or not the container has household goods.

DESTINATION SERVICES

GENERAL COMMUNICATION

These instructions are in addition to the one listed in the General Instructions.

If the crew feels that the quality of the packing or loading is not of normal quality standards, they should not say this to the shipper. In these cases, please take pictures or have the crew provide specific comments on the packing and forward to MY Moving for review and action.

Please allow sufficient time in the scheduling of the delivery to allow for complete unpacking and debris removal.

It is the responsibility of your crew to CAREFULLY AND COMPLETELY check off each and every inventoried item as it is taken into the home. If the shipper requests to check items off also you can give them a copy, but your crew should also do this. Please check through the home for any inventoried items that are not checked off of your list at the end of delivery. Please advise us immediately of any items that do not arrive. Many claims are made when items are in the home but have not been checked off of the inventory.

DO NOT EXPECT THE SHIPPER TO CHECK OFF ITEMS. THEY CAN EASILY MISS MANY ITEMS AS THEY ARE ASSISTING YOUR UNPACKERS IN DIFFERENT AREAS OF THE HOME.

You should advise MY Moving immediately if the shipment was physically inspected by Customs, and provide information, if available, noting which boxes were opened and if any items were confiscated.

Take special note to look for a “Parts Box” which may be included in the shipment. This should contain all hardware to reassemble items. Please advise MY Moving if there is no “Parts Box”.

The crew should unpack all cartons at the time of delivery. Do not discourage unpacking. We believe that missing items are often still packed into cartons that are left unpacked. The more items you unpack, the fewer items that we will have missing.

Do not “dump” cartons when unpacking. The items should be placed neatly on the nearest flat surface. Your crew should advise MY Moving if the shipper chooses to unpack any cartons on their own. They can note this on the packing inventory which the shipper will sign.

Beds, mirrors or dressers, etc., should be reassembled as necessary. Beds should be put together on day one of delivery. Unwrapping all furniture. Use caution when using utility knives or other sharp objects when cutting open wrapping paper or cartons to prevent damage to the items.

Remove all wrapping material and empty cartons from the home. You may be required to return and collect remaining debris.

Place furniture in room and location specified by shipper. It would be preferable to have the shipper present to assure proper placement.

If the crew feels they are unable/not comfortable with assembly of specific pieces of furniture, please contact our office immediately for approval/arrangements of third party services.

Checked all cartons and furniture items to make sure that small parts, screws, etc., are not in the packing material or cartons. We may be required to replace an entire item if a small part or screw is missing.

Do a final walk through with the shipper before leaving the residence to make sure that all is in order. Please advise MY Moving of the seal number that is in place when the container arrives at your warehouse.

The seal should remain on the container until the container arrives at the residence. If the seal needs to be removed at the warehouse for any reason, please advise MY MOVING immediately so that we can record this. Please advise MY Moving if the seal is removed at the port by the steamship line or customs.

Note any damage or missing items on the packing inventory and report this information to MY Moving. Do not discuss with the shipper.

The shipper must sign the MY Moving Delivery Order and Packing Inventory when complete delivery.

Please fax or e-mail the signed MY Moving Delivery Order and Packing Inventory to MY Moving within 24 hours of delivery. Please return the MY Moving Delivery Completion Form to MY Moving as soon as delivery is completed.

For Automobiles: Complete the car status report that notes the condition of the car after delivery and have the client sign it.

PERMANENT STORAGE

All storage should be packed and wrapped as if for international transport, using new packing materials. Storage vaults, (like liftvans), should be loaded at residence whenever possible.

As with liftvans, bingo sheets or the equivalent should be provided. PBO's, (boxes Packed By Owner), are NOT acceptable.

Storage should be in a safe, secure, climate controlled facility. Air-conditioned storage should not be recommended to the shipper without prior approval.

Note all pre-existing damage on the packing inventory and advise the shipper of these remarks.

Storage insurance will be controlled and written by MY Moving or the account. You need only protect yourself for legal liability.

To efficiently process your storage invoice for payment, we require that the following documents accompany your invoice:

- (a) Your Bill of Lading, (b) Packing Inventory, (c) Certified Weight Tickets, (d) Rate Quote,
- (e) Warehouse Receipt or copy of Warehouse Insurance indicating your liability,
- (f) Copy of Storage Tariff.

MY Moving must be provided with a revised packing inventory and weight tickets if there is any type of access either adding or removing goods.

No rates, quotes or costs should be provided to the shipper or the account for any storage related expenses without written approval from MY Moving.

INSURANCE / CLAIMS

Agents should advise MY Moving of any damages to the household goods or personal effects immediately. When requested by MY Moving assistance should be provided to locate a local repair firm.

Property/Residence Damage:

- a. All property damage should be reported to MY Moving immediately.
- b. It is your responsibility to arrange for repair of property damage, follow through to completion, and advise MY Moving of completion or any delays.
- c. Pre-existing proper damage should be documented and brought to the attention of the shipper. It is suggested that you do a walk- through upon arrival.
- d. We recommend that you have the shipper sign a Property Damage Form stating if there was any property damage or not, and if so, the extent of it.
- e. All of the above are important in the event there are other workers in the home performing services which may cause damage.

- f. Shipper's signature required on documents for air or sea shipment, and/or storage of household goods and automobiles.
- g. We are still receiving claims with unnecessary damage to furniture items due to insufficient or inadequate packing materials. Please take more care to protect all furniture items against scratches, and/or personal effects.
- h. When deemed necessary and/or after the investigation you are at fault for the damages, we will file a claim participation or subrogation on the filed claim.

ACCOUNTING / INVOICING

Your invoices should be in the same format and currency that you quoted and we approved previously.

It is absolutely necessary that all invoices should be sent to MY Moving at invoices@mymoving.com.my within 7 days of completion of service by mail, e-mail or fax. *Longer term SIT charges, extra debris removals etc. can be invoiced at a later date. Failure to finalize charges and send invoices in this prompt manner may result in non-payment or delays in payment since it will affect our ability to receive payment from our accounts. If invoices are sent by e-mail, please send to: admin@mymoving.com.my

The shipper's name, description of services, our reference numbers, weight and volume of shipment, must appear on all invoices as well as well as the rate per CWT and the name of carrier.

You will need to obtain a weight from a local scale, if available. If a scale is not available locally, we reserve the right to re-weigh the shipment when it arrives at the destination warehouse. If there is a significant difference in the weight, we will approve your invoice based on the actual scale weight

All pricing quotes or invoices should only be provided to MY Moving. Any request for this information should be directed to MY Moving.

All additional and third party charges must be listed as a separate line item. All additional charges must be listed as a separate line item.

Please include a copy of the signed packing list, Air Way Bill, Ocean Bill of Lading or signed delivery receipt with your billing.

The actual weight (not volume) will be the official billing weight. For shipments to other locations it is necessary to provide weights that are within normal volume/weight industry standards. We will review the number of inventoried items; also to check on declared weight.

Airfreight and sea freight charges will be prepaid by you and invoiced along with your origin charges. Please include a copy of the Air Way Bill or Ocean Bill of Lading with your billing.

Bill your actual OA and DA charges according to the OA and DA rate tariff that you have supplied to MY Moving. Transportation charges should be invoiced as quoted.

MY Moving must approve any additional charges for third party services, crating, etc. prior to receiving your invoice. If time permits, please advise these charges prior to performing the service. Do not delay packing and delivery for necessary third-party services. Please send separate invoices and signed packing lists or destination inventories for each shipment, (i.e. air, surface, pet, storage, etc.).

MY Moving will agree to pay your invoices within 30 days of your invoice. You should advise us at this time if you cannot accept this payment policy. It is required that you send all storage invoices by the 15th day of the month at the beginning of every calendar quarter.

All moves for some of our accounts have specific invoicing requirements. Failure to read and adhere to these procedures may result in a delay or non-payment in payment to you.

The following charges MUST appear on your normal OA or DA invoice. Each of these charges should be listed on separate line items. Following packing or delivery, you will be asked for the final and actual cost for these services. Please respond by e-mail to the MY Moving relocation specialist with these final charges within 2 days of the service completion and the invoice must be issue according to our billing instruction:

- (1) All normal OA and DA charges,
- (2) Inland transport (when not part of OA or DA charges),
- (3) Normal port Agent fees,
- (4) Normal customs fees,
- (5) Freight charges for air and surface,
- (6) Terminal handling charge,
- (7) One-time debris removal (delivery only),
- (8) VAT or any other local tax,
- (9) Stair carries, long carry, difficult access, elevator, parking permits, toll charges,
- (10) Fumigation,
- (11) Normal disconnect/connect or appliance servicing in preparation for the move (not to include special plumbing, electrical work or out of the ordinary) services,
- (12) One extra pick-up or drop-off at origin or destination (within 50 miles),
- (13) Any additional, weekend/overtime labour that is approved by MY Moving,
- (14) Any storage, warehouse handling charge that is approved by MY Moving.

Any additional handling and special services must have written approval in advance from MY Moving and invoiced together in final billing invoices. For the duties & taxes, port charges and other authority handling charges, MY Moving will always require an official receipt from the individual authority or customs office.

- END -