

INTERMARK RELOCATIONS

RELOCATION AND IMMIGRATION
SERVICES IN RUSSIA



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RELOCATION SERVICES IN RUSSIA



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Our Values

- Proactive approach - anticipating clients needs
- Provision of internationally recognized standards in customer service
- 'Hand-hold' clients throughout the process from A-Z
- Speak the same language as our clients: comprehensive account management, systems, reports, feed-back.
- Constant performance evaluation & evolution



What are you looking for?

- Unparalleled Experience & In-Depth Knowledge of the Local Market
- Reliable & Value-Adding Partnership
- Consistency & High Level of Performance
- Pro-active solutions for cost efficiency
- Comprehensive Range of Services
- Wide Coverage: Russia
- Competitive Pricing
- Timely & Efficient Reporting and Tracking



GET MOVING

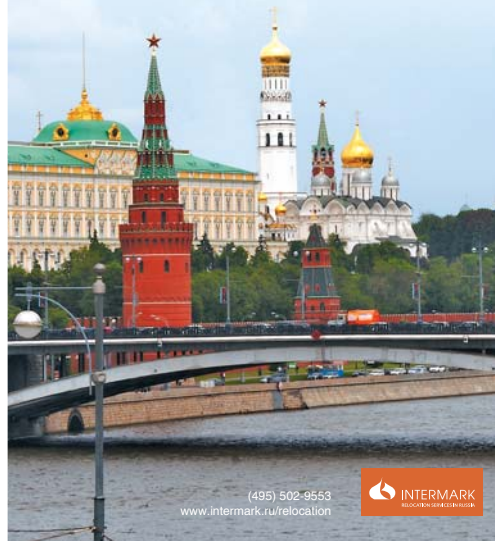
MOSCOW RELOCATION GUIDE



+7 (495) 502-9553
www.intermark.ru

MOSCOW CITY MAP

All streets, embassies and foreign schools



(495) 502-9553
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Elite Residential Rental Market

1st Half of 2009



Budget and Rental rates

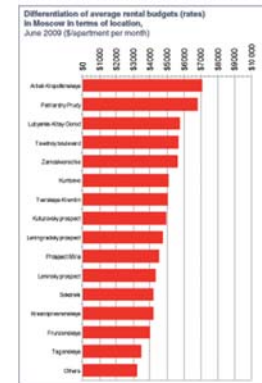
Throughout the course of the 1st half of 2009 the marketed price and rental rates of elite properties declined by 17% and 21% respectively. Apartments of lower quality were subject to the greatest applied price correction.

By the end of June 2009 the average marketed price for properties in the elite sector and the average rental rate fell to \$5,350 rent per month and \$550 rent per sq.m per year. The maximum decline of these indices was observed in February (-8% and -13% in relation to results at the end of 2008) which was due to the growth of the USD rate in that month.

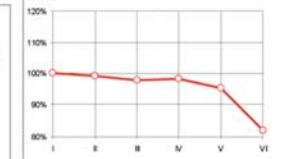
As before, apartments located in such districts as Arbat-Knopokinskaya and Patriarchy Prudy commanded the highest rents (by up to 27-30% higher than the average marketed price). The average rental rates in Lubyanka-Kity-Gord, Tsvetnoy Boulevard and Zamoskorechie were also recorded as being higher than the average valuation. In all the other districts, rental rates and marketed prices were lower than the average indices.

The 1st half of 2009 has maintained a significant tendency of average price differentiation within the elite sector of the rental market. As is usually the case, this trend relates to how prestigious the location of the property, and the level of specification that the property offers a potential tenant.

The average rental budgets set by prospective tenants remain constant throughout the first five months of 2009 after a significant decline recorded in December 2008 (by 12%). However, in June a significant reduction was observed, by 17% in relation to the average index for the 1st half of 2009. This decline reflects the realities of the negative impact of the crisis on the level of income that tenants are able to budget for their rental costs. At the end of June 2009 the average tenant budget was recorded as \$4,551 per apartment per month.



Average budget demand dynamics of the elite rental market sector in Moscow, January 2009 - 100%



Differentiation of average rental budgets in Moscow in terms of number of rooms, June 2009 (\$/per month)



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This service is provided on a non-guaranteed basis. Although we endeavor to provide correct information, we cannot be held responsible for any errors or omissions. Information is subject to change without notice.

Experience & Knowledge of the Local Market

Intermark Experience

- Established in 1993
- One of first professional relocation consultancies in Russia
- 16 years experience in relocation in Russia
- We successfully relocate over 50 families per month on average
- We handle “group move” relocations throughout Russia
- Over 50 dedicated and experienced consultants

Intermark Knowledge

- Regular Intermark residential market reviews
- In-depth Practical Relocation guides
- Tracking and updates on immigration legislation

Some of our clients:



Reliable & Value-Adding Partnership

- Intermark is the preferred supplier for major international relocation corporations
- Intermark is the reliable partner for key multi-national businesses operating in Russia
- We are privileged to be a valued and well trusted partner of global companies operating on the local market

Awards:

- Cartus Gold Innovation Award winner for 'Housing Cost Optimization'
- One of 10 Cartus Cup Finalist in 2009



Consistency & High Level of Performance

- CRM system designed specifically for tracking services Allows staged monitoring of all operations
- Our trained and experienced staff ensure high level of service at every stage
- Our senior management 'baby-sits' every relocation
- We evaluate and re-evaluate our performance to continually strive for improvement
- We document all work procedures and personalize them for each account



Pro-active solutions:Housing Cost Optimization

“They say that time changes things, but you actually have to change them yourself”

Andy Warhol

- Global economic recession has offered new opportunities to those who could identify these and did not hesitate to take advantage of them.
- We at Intermark Relocations have taken a proactive approach in developing housing cost efficiency solutions for our clients by addressing their corporate and staff housing exposure.

Proved benefits to the client:

- Significant cost saving and currency optimization can be achieved.
- It enables us to be responsive to any advantages offered by the changing market.
- We can orchestrate each negotiation process from start to finish ensuring that the ongoing relationship between the landlord and the tenant remains strong

Already achieved results:

- So far, implementing this innovative strategy Intermark has successfully achieved for our clients over 800'000 USD annual savings.



Comprehensive Range of Services

We provide:

Immigration services

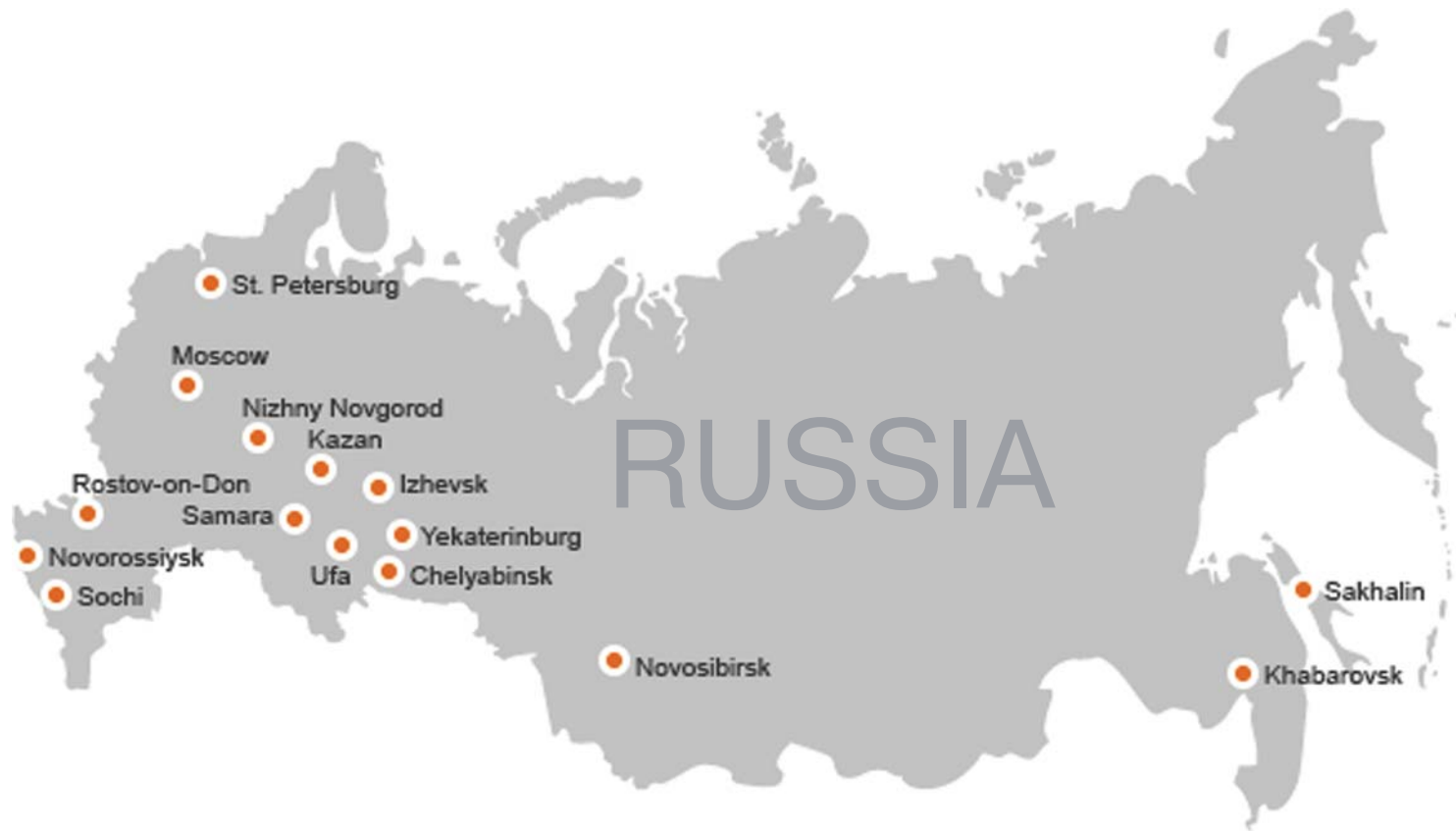
- Employment and work permit
- Visa support
- Employment quota submission
- Regular consulting on immigration regulations

Relocation Services

- Pre-assignment Orientation
- Home Finding Programs
- Settling-In
- Spousal Support
- Schooling Assistance
- Departure Programs [deposits, terminations]
- Lease Renewal Negotiations
- Rent-Renegotiation

Move Management

Any other service you will require us to provide



Wide Coverage: Russia Reach

- 2 offices in Central Moscow
- Representatives in key cities in Russia
- Assisted in 'group relocation' to Samara, Sakhalin and Saint-Petersburg
- Detailed City Relocation Guides: Moscow, Saint-Petersburg, Yekaterinburg, Sakhalin, Samara,
- Nizhniy Novgorod, Surgut, Sochi, Krasnodar – more to come



Competitive Pricing

- We offer the best value with excellent pricing.
- We are sensitive to the difficult issues faced by companies during these times of economic turbulence and reflect it in our pricing.
- We understand how things work and are always flexible.
- Ask us for RFP – and you won't be able to resist!

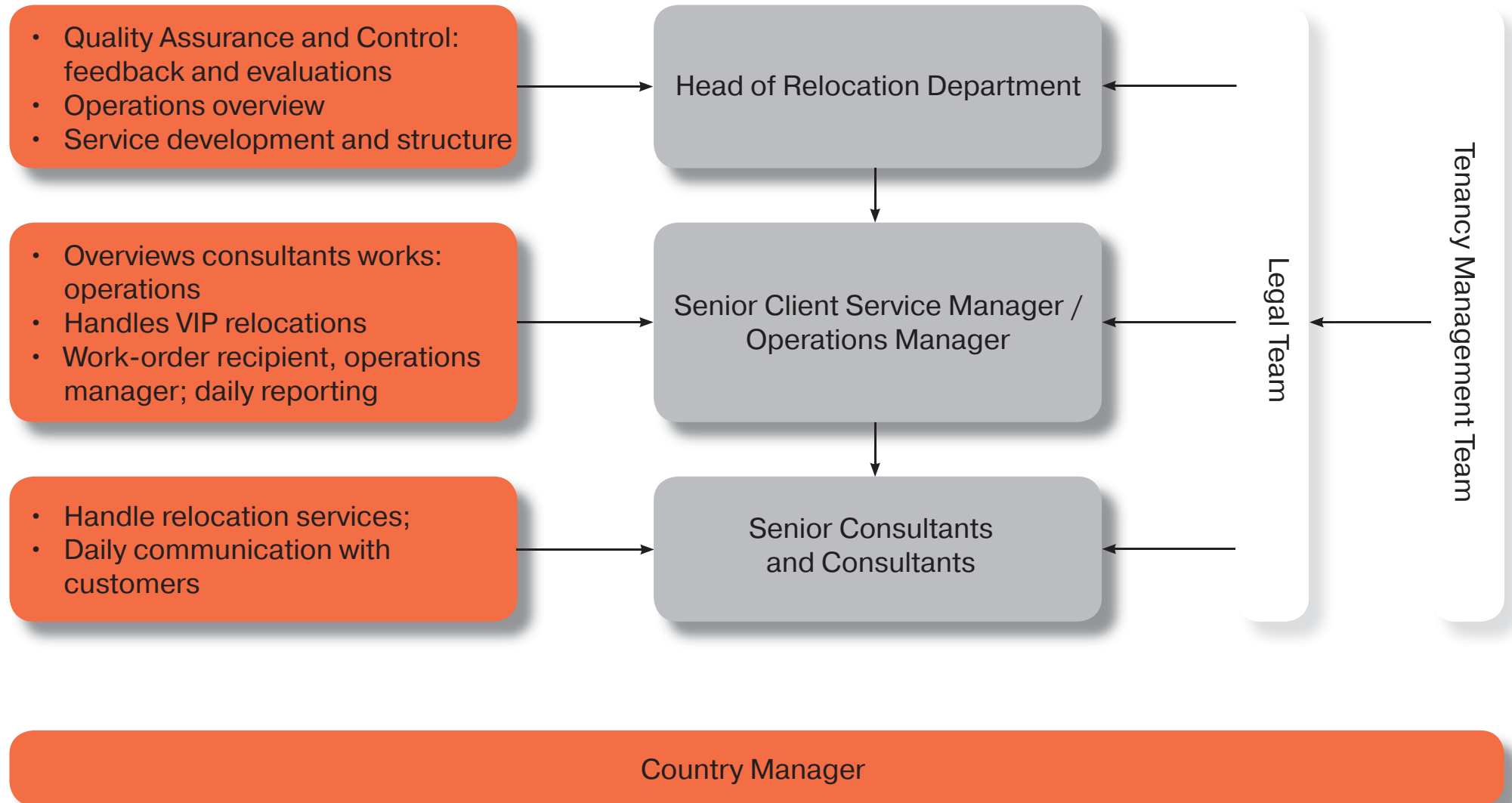


Timely & Effective Reporting

- We provide a single point of contact for all operations
- We are committed to timely status reports
- We prefer anticipating issues, rather dealing with them afterwards.
- Our automatic advanced 'reminders' system' will not let us 'forget'
- We are always accessible, responsive and responsible.



How we operate





Our Clients' Feedback

«I just want to thank both of you for the help you've provided Rick and I on finding a home and ensuring I'm able to arrive on Sunday. Your follow through has been excellent and has helped me tremendously».

Margie Limpert, CEO, PepsiCo [VIP Relocation]

«The most important part is to that the Destination Service provider is pro-active, good listener and he/she is attentive to details of clients needs and is focused on exceeding expectations. I found all these essential elements in Intermark Relocation Services. Thank you».

Ali Hussain, Plant Manager, Procter&Gambe [VIP Relocation]

«Thank you very much for leading Greg's lease re-negotiation and closing it with 30% discount and then, on top of this, making one extra step, and securing the lease contract in RUR. This is outstanding demonstration of true partnership with Intermark which is helping P&G continue save costs and deliver value to the business

Andrey Chernov, CEEMEA HR, Procter&Gambe

Our Team



Irina Yakimenko

Head of Intermark Relocations

i.yakimenko@intermarkrelocation.ru

Irina joined Intermark in 2006. In this role, Irina ensures provision of professional relocation and immigration services and efficiency of expatriate management. Irina also manages Intermark Relocations' expansion into Russia and strives for constant diversification and evolution of our services. Born in Moscow, multi-lingual and having been expatriate herself, Irina knows what expatriate is going through and what it's like to live in Moscow and move to Russia.



Galina Tkach

Country Manager

relo@intermarkrelocation.ru

Works in the world of relocation since 2001. In 2003 Galina joined Intermark. She has passed a way from relocation consultant to the Intermark Country Manager. Galina is the recognised expert in the field of relocation and the elite real estate, has extensive operational experience with corporate clients. Education: British Bank – Financial college.



Maria Obodovskaya

Senior Immigration Adviser with Intermark Relocations
m.obodovskaya@intermarkrelocation.ru

Maria joined Intermark in early 2008 and is responsible for overseeing all immigration-related cases and queries at Intermark. Prior to joining Intermark, Maria has served as Senior Lawyer for an international legal consulting company managing various cases. Graduated from Moscow State Academy of Law, specialized in immigration legislation and honestly enjoying the work she is doing now, Maria is best to ensure that immigration processes are timely and correct and is always there to find a creative and efficient solution (even with Russian immigration legislation!)



Evgenia Schramm

Client Service Manager for Intermark Relocations
e.schramm@intermarkrelocation.ru

Evgenia joined Intermark in 2001 as relocation consultant and progressed into various roles. Evgenia's responsibilities include work with international assignment consultants as well as with senior transferees themselves. Evgenia has extensive experience of over 8 years as relocation consultant and adviser in the world of residential market for expatriates. Being married for a long time to a foreigner and therefore knowing the expatriate life in Moscow as an insider, Evgenia is in the best position to ensure that every relocation goes smoothly and to provide the transferees with overall general and practical advice regarding day-to-day life, children and schooling, night and active lifestyle.



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