

ASK AN EXPERT!

**Benchmarking Destination
Services Around the World**

INTRODUCTION

to Ask an Expert!

As a full-service relocation management company, WHR has an obligation to shape our clients' policies, ensuring their benefits offerings are supportive of their employees and competitive in the marketplace.

To help clients stay ahead of the curve, WHR turned towards our global supply chain of destination services providers to request their expertise. Hence the name, "Ask an Expert."

By benchmarking destination services, we hope this guide will help you refine your own benefits offerings. Each page will provide insight to the recommended number days of support, along with minimums and market averages.

Thank you to the respondents:
32 individual destination services providers who submitted 99 individual responses, covering 56 countries around the world!



QUESTIONS

WHR Asked of our Experts

- For entry-level employees, what is the average number of days of destination support being offered by your clients to this employee population in this country? Assume the employee has no dependents (family size of 1).
- For entry-level employees, what is the minimum service level (i.e., minimum days of destination support) you recommend to ensure the employee has a positive relocation or assignment? Assume the employee has no dependents (family size of 1).
- For entry-level employees, what is the recommended service level (i.e., recommended days of destination support) to ensure the employee has a positive relocation or assignment? Assume the employee has no dependents (family size of 1).
- Repeat these 3 questions for mid-level employees, employee & spouse, family size of 2.
- Repeat these 3 questions for executive-level employees, employee, spouse, and school-age dependent, family size of 3.
- For expats living in this country, what is the most common leasing arrangement? For example, corporate lease, personal lease, or personal lease with corporate guarantor.
- If you responded "Corporate Lease," what is the driving factor behind this?
- Which component of destination services presents the most difficulty for this country?
- Are departure services being offered by your clients for their employees leaving the country?
- In your opinion, is it difficult to get the landlord to return the housing security deposit after the lease is terminated in this location?
- On average, how long does it take for the landlord to refund the housing security deposit after completing the property handover?
- What additional accompanied services (0.5 day) would you recommend in this location, for example, due to language barriers?



How many days of destination support are needed for this country?

	Minimum Recommendation	Market Average	The Experts' Recommendation
 Entry-Level Employee Family Size of 1	2 Days of Support	2 Days of Support	3 Days of Support
 Mid-Level Employee Family Size of 2	3 Days of Support	2 Days of Support	4 Days of Support
 Executive-Level Employee Family Size of 3	4 Days of Support	3 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

- | Personal Lease
- | Personal Lease with Corporate Guarantor

If you responded "Corporate Lease," what is the driving factor?

- | N/A



Which component of destination services is most difficult for this country?

- | Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

2
Months

What additional accompanied services (0.5 days) do you recommend?

- | None
- | Obtain/Convert Driver's License

How many days of destination support are needed for this country?

	Minimum Recommendation	Market Average	The Experts' Recommendation
 Entry-Level Employee Family Size of 1	2 Days of Support	2 Days of Support	3 Days of Support
 Mid-Level Employee Family Size of 2	3 Days of Support	3 Days of Support	4 Days of Support
 Executive-Level Employee Family Size of 3	4 Days of Support	3 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

| Personal Lease

If you responded "Corporate Lease," what is the driving factor?

| N/A



Which component of destination services is most difficult for this country?

| Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

1
Months

What additional accompanied services (0.5 days) do you recommend?

| None

How many days of destination support are needed for this country?

	Minimum Recommendation	Market Average	The Experts' Recommendation
 Entry-Level Employee Family Size of 1	2 Days of Support	2 Days of Support	3 Days of Support
 Mid-Level Employee Family Size of 2	3 Days of Support	3 Days of Support	4 Days of Support
 Executive-Level Employee Family Size of 3	4 Days of Support	4 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

Personal Lease

If you responded "Corporate Lease," what is the driving factor?

N/A



Which component of destination services is most difficult for this country?

Rental Search

School Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

3
Months

What additional accompanied services (0.5 days) do you recommend?

None

Obtain/Convert Driver's License

How many days of destination support are needed for this country?

	Minimum Recommendation	Market Average	The Experts' Recommendation
 Entry-Level Employee Family Size of 1	2 Days of Support	2 Days of Support	3 Days of Support
 Mid-Level Employee Family Size of 2	3 Days of Support	4 Days of Support	4 Days of Support
 Executive-Level Employee Family Size of 3	4 Days of Support	4 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

Personal Lease

If you responded "Corporate Lease," what is the driving factor?

N/A



Which component of destination services is most difficult for this country?

Local Registration, Employment Pass, Dependent Pass, or Equivalent

Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

2
Months

What additional accompanied services (0.5 days) do you recommend?

Obtain/Convert Driver's License

How many days of destination support are needed for this country?

	Minimum Recommendation	Market Average	The Experts' Recommendation
 Entry-Level Employee Family Size of 1	2 Days of Support	2 Days of Support	3 Days of Support
 Mid-Level Employee Family Size of 2	2 Days of Support	2 Days of Support	3 Days of Support
 Executive-Level Employee Family Size of 3	3 Days of Support	3 Days of Support	4 Days of Support

For expats, what is the most common leasing arrangement?

Personal Lease

If you responded "Corporate Lease," what is the driving factor?

N/A



Which component of destination services is most difficult for this country?

Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

2
Months

What additional accompanied services (0.5 days) do you recommend?

None

Obtain/Convert Driver's License

How many days of destination support are needed for this country?

	Minimum Recommendation	Market Average	The Experts' Recommendation
 Entry-Level Employee Family Size of 1	2 Days of Support	2 Days of Support	3 Days of Support
 Mid-Level Employee Family Size of 2	2 Days of Support	2 Days of Support	3 Days of Support
 Executive-Level Employee Family Size of 3	3 Days of Support	3 Days of Support	4 Days of Support

For expats, what is the most common leasing arrangement?

Personal Lease with Corporate Guarantor

If you responded "Corporate Lease," what is the driving factor?

N/A



Which component of destination services is most difficult for this country?

Local Registration, Employment Pass, Dependent Pass, or Equivalent

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

1
Months

What additional accompanied services (0.5 days) do you recommend?

Obtain/Convert Driver's License

How many days of destination support are needed for this country?

	Minimum Recommendation	Market Average	The Experts' Recommendation
 Entry-Level Employee Family Size of 1	2 Days of Support	3 Days of Support	3 Days of Support
 Mid-Level Employee Family Size of 2	2 Days of Support	4 Days of Support	4 Days of Support
 Executive-Level Employee Family Size of 3	3 Days of Support	5 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

Personal Lease

If you responded "Corporate Lease," what is the driving factor?

N/A



Which component of destination services is most difficult for this country?

Local Registration, Employment Pass, Dependent Pass, or Equivalent

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

1
Months

What additional accompanied services (0.5 days) do you recommend?

Vehicle Lease/Purchase

How many days of destination support are needed for this country?

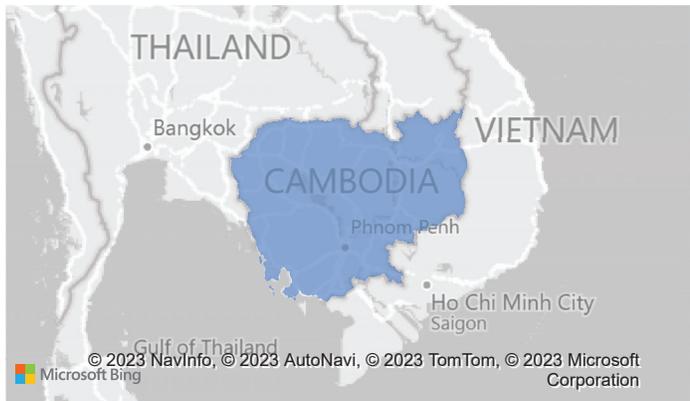
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 Mid-Level Employee Family Size of 2	2 Days of Support	4 Days of Support	4 Days of Support
 Executive-Level Employee Family Size of 3	3 Days of Support	5 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

| Personal Lease

If you responded "Corporate Lease," what is the driving factor?

| N/A



Which component of destination services is most difficult for this country?

| Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

1
Months

What additional accompanied services (0.5 days) do you recommend?

| Obtaining a Local Bank Account

How many days of destination support are needed for this country?

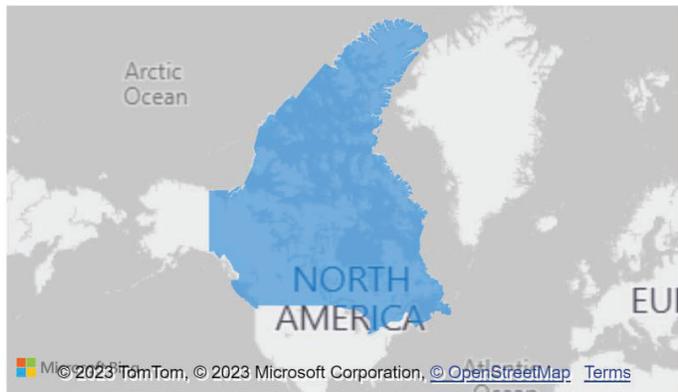
	Minimum Recommendation	Market Average	The Experts' Recommendation
 Entry-Level Employee Family Size of 1	2 Days of Support	2 Days of Support	3 Days of Support
 Mid-Level Employee Family Size of 2	3 Days of Support	3 Days of Support	4 Days of Support
 Executive-Level Employee Family Size of 3	4 Days of Support	4 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

| Personal Lease

If you responded "Corporate Lease," what is the driving factor?

| N/A



Which component of destination services is most difficult for this country?

| Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

1
Months

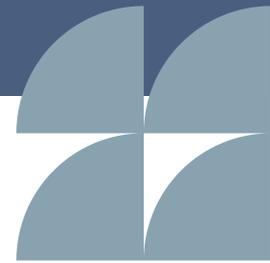
What additional accompanied services (0.5 days) do you recommend?

| None

| Obtain/Convert Driver's License



Canada

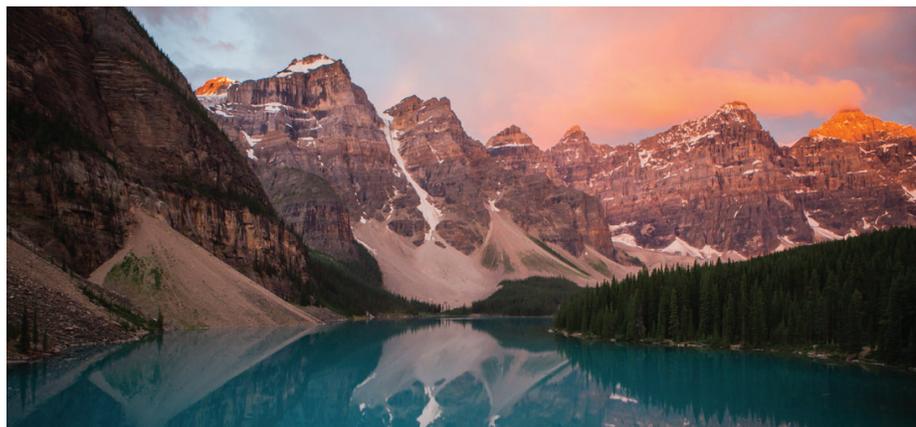


Insights from an Expert

"The rental market is very challenging, and it is important to have local knowledge and expertise to be successful.

SIN applications are also experiencing delays in processing, so they need to be applied for before tackling anything else."

Destination Services Provider in Canada



How many days of destination support are needed for this country?

	Minimum Recommendation	Market Average	The Experts' Recommendation
 Entry-Level Employee Family Size of 1	2 Days of Support	2 Days of Support	3 Days of Support
 Mid-Level Employee Family Size of 2	2 Days of Support	3 Days of Support	3 Days of Support
 Executive-Level Employee Family Size of 3	3 Days of Support	3 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

Personal Lease

Personal Lease with Corporate Guarantor

If you responded "Corporate Lease," what is the driving factor?

Cultural Norms

N/A



Which component of destination services is most difficult for this country?

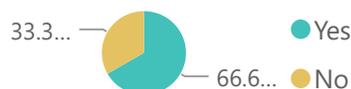
Obtain/Convert Driver's License, Obtaining a Local Bank Account

Obtaining a Local Bank Account

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

2
Months

What additional accompanied services (0.5 days) do you recommend?

None

Obtain/Convert Driver's License

How many days of destination support are needed for this country?

	Minimum Recommendation	Market Average	The Experts' Recommendation
 <p>Entry-Level Employee Family Size of 1</p>	<p>2</p> <p>Days of Support</p>	<p>3</p> <p>Days of Support</p>	<p>3</p> <p>Days of Support</p>
 <p>Mid-Level Employee Family Size of 2</p>	<p>2</p> <p>Days of Support</p>	<p>4</p> <p>Days of Support</p>	<p>4</p> <p>Days of Support</p>
 <p>Executive-Level Employee Family Size of 3</p>	<p>4</p> <p>Days of Support</p>	<p>4</p> <p>Days of Support</p>	<p>5</p> <p>Days of Support</p>

For expats, what is the most common leasing arrangement?

- | Corporate Lease
- | Personal & Corporate Are Both Common

If you responded "Corporate Lease," what is the driving factor?

- | Cultural Norms
- | N/A



Which component of destination services is most difficult for this country?

- | Housing, Schooling
- | Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

1
Months

What additional accompanied services (0.5 days) do you recommend?

- | None
- | Settling-in Services



China



Insights from an Expert

"Personal lease and corporate lease are equally possible. Housing (and its quality or maintenance issues) and schooling options are more difficult in 2nd/3rd tier cities."

"There are no laws around rental discrimination, price and deposit amount. Many Chinese landlords choose not to register their properties as this incurs a fee. Landlords are more inclined to follow the rule when there is a company lease and payment from local office."

Destination Services Providers in China



How many days of destination support are needed for this country?

	Minimum Recommendation	Market Average	The Experts' Recommendation
 Entry-Level Employee Family Size of 1	2 Days of Support	1 Days of Support	3 Days of Support
 Mid-Level Employee Family Size of 2	2 Days of Support	3 Days of Support	3 Days of Support
 Executive-Level Employee Family Size of 3	4 Days of Support	3 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

| Personal Lease

If you responded "Corporate Lease," what is the driving factor?

| N/A



Which component of destination services is most difficult for this country?

| Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

1
Months

What additional accompanied services (0.5 days) do you recommend?

| None

How many days of destination support are needed for this country?

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 Executive-Level Employee Family Size of 3	4 Days of Support	4 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

Personal Lease

If you responded "Corporate Lease," what is the driving factor?

N/A



Which component of destination services is most difficult for this country?

Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

1
Months

What additional accompanied services (0.5 days) do you recommend?

None

How many days of destination support are needed for this country?

	Minimum Recommendation	Market Average	The Experts' Recommendation
 Entry-Level Employee Family Size of 1	2 Days of Support	2 Days of Support	3 Days of Support
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 Executive-Level Employee Family Size of 3	4 Days of Support	4 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

Personal Lease

If you responded "Corporate Lease," what is the driving factor?

N/A



Which component of destination services is most difficult for this country?

Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

2
Months

What additional accompanied services (0.5 days) do you recommend?

EU Certificate for EU Nationals

None

How many days of destination support are needed for this country?

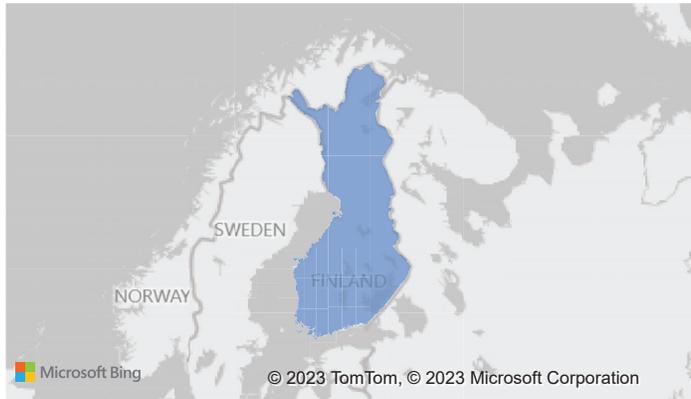
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 Mid-Level Employee Family Size of 2	2 Days of Support	2 Days of Support	3 Days of Support
 Executive-Level Employee Family Size of 3	4 Days of Support	3 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

| Personal Lease

If you responded "Corporate Lease," what is the driving factor?

| N/A



Which component of destination services is most difficult for this country?

| N/A

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

2
Months

What additional accompanied services (0.5 days) do you recommend?

| EU Certificate for EU Nationals

How many days of destination support are needed for this country?

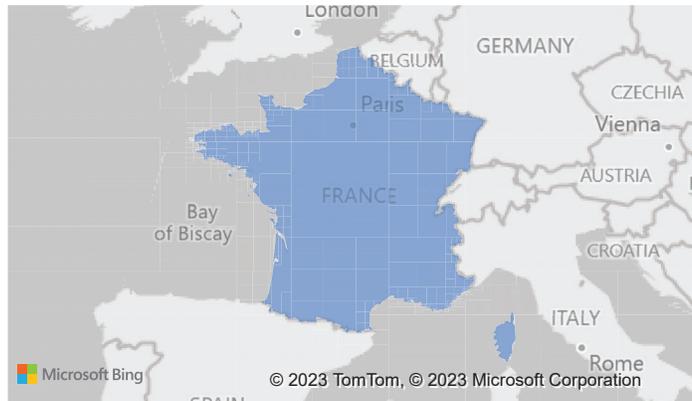
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 Mid-Level Employee Family Size of 2	3 Days of Support	3 Days of Support	4 Days of Support
 Executive-Level Employee Family Size of 3	4 Days of Support	4 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

Personal Lease

If you responded "Corporate Lease," what is the driving factor?

N/A



Which component of destination services is most difficult for this country?

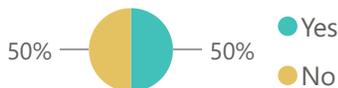
Rental Search

Social Security Registration or Equivalent

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

2
Months

What additional accompanied services (0.5 days) do you recommend?

None

Obtain/Convert Driver's License

How many days of destination support are needed for this country?

	Minimum Recommendation	Market Average	The Experts' Recommendation
 Entry-Level Employee Family Size of 1	2 Days of Support	2 Days of Support	3 Days of Support
 Mid-Level Employee Family Size of 2	3 Days of Support	2 Days of Support	3 Days of Support
 Executive-Level Employee Family Size of 3	4 Days of Support	4 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

| Personal Lease

If you responded "Corporate Lease," what is the driving factor?

| N/A



Which component of destination services is most difficult for this country?

| Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

5
Months

What additional accompanied services (0.5 days) do you recommend?

- | Home Search & Property Handover
- | Obtain/Convert Driver's License



Germany



Insights from an Expert

"If the rental budget is tight and they are looking in the most competitive markets (e.g., Berlin), then the temp housing often has to be extended from 30 days, especially if the employee is not flexible or willing to compromise.

Rental Search (especially within 30 days) is the most difficult. Too much demand for a very limited housing stock.

Security deposit return can take up to 11 months because the tenant has to wait until the end of the year for the calculations of utilities from the utility companies."

Destination Services Provider in Germany



How many days of destination support are needed for this country?

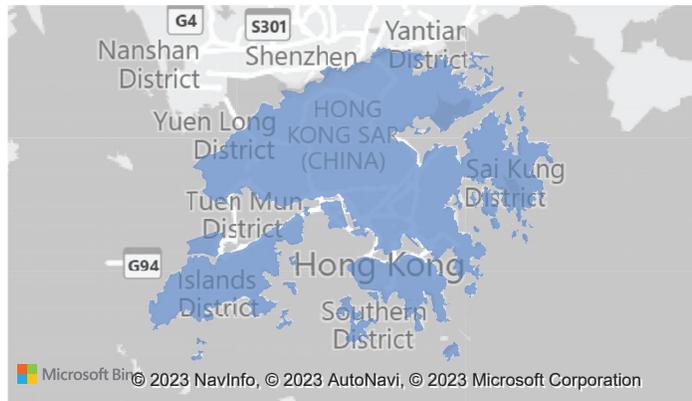
	Minimum Recommendation	Market Average	The Experts' Recommendation
 Entry-Level Employee Family Size of 1	2 Days of Support	3 Days of Support	3 Days of Support
 Mid-Level Employee Family Size of 2	2 Days of Support	4 Days of Support	4 Days of Support
 Executive-Level Employee Family Size of 3	4 Days of Support	5 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

| Personal Lease

If you responded "Corporate Lease," what is the driving factor?

| N/A



Which component of destination services is most difficult for this country?

| Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

1
Months

What additional accompanied services (0.5 days) do you recommend?

| None

| Settling-in Services

How many days of destination support are needed for this country?

	Minimum Recommendation	Market Average	The Experts' Recommendation
 Entry-Level Employee Family Size of 1	2 Days of Support	2 Days of Support	3 Days of Support
 Mid-Level Employee Family Size of 2	3 Days of Support	3 Days of Support	3 Days of Support
 Executive-Level Employee Family Size of 3	4 Days of Support	4 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

| Personal Lease

If you responded "Corporate Lease," what is the driving factor?

| N/A



Which component of destination services is most difficult for this country?

| Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

1
Months

What additional accompanied services (0.5 days) do you recommend?

| None

How many days of destination support are needed for this country?

	Minimum Recommendation	Market Average	The Experts' Recommendation
 Entry-Level Employee Family Size of 1	3 Days of Support	3 Days of Support	4 Days of Support
 Mid-Level Employee Family Size of 2	4 Days of Support	4 Days of Support	4 Days of Support
 Executive-Level Employee Family Size of 3	5 Days of Support	4 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

Corporate Lease

If you responded "Corporate Lease," what is the driving factor?

Tax Reasons



Which component of destination services is most difficult for this country?

Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

1
Months

What additional accompanied services (0.5 days) do you recommend?

Tax Registration

How many days of destination support are needed for this country?

	Minimum Recommendation	Market Average	The Experts' Recommendation
 Entry-Level Employee Family Size of 1	2 Days of Support	3 Days of Support	3 Days of Support
 Mid-Level Employee Family Size of 2	3 Days of Support	4 Days of Support	4 Days of Support
 Executive-Level Employee Family Size of 3	4 Days of Support	4 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

- | Corporate Lease
- | Personal Lease

If you responded "Corporate Lease," what is the driving factor?

- | N/A
- | Tax Reasons



Which component of destination services is most difficult for this country?

- | Local Registration, Employment Pass, Dependent Pass, or Equivalent
- | Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

2
Months

What additional accompanied services (0.5 days) do you recommend?

- | Obtain/Convert Driver's License
- | Settling-in Services

How many days of destination support are needed for this country?

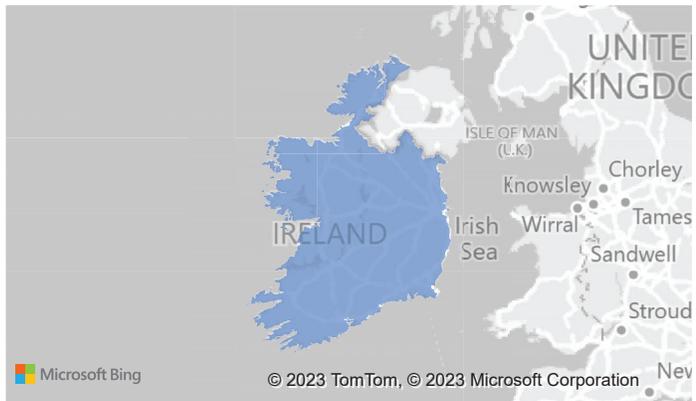
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 Mid-Level Employee Family Size of 2	3 Days of Support	2 Days of Support	3 Days of Support
 Executive-Level Employee Family Size of 3	4 Days of Support	3 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

| Personal Lease

If you responded "Corporate Lease," what is the driving factor?

| N/A



Which component of destination services is most difficult for this country?

| Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

3
Months

What additional accompanied services (0.5 days) do you recommend?

| None
| PPS Application



Ireland



Insights from an Expert

"The main issue in Ireland, nation-wide, is shortage of suitable properties, at all price levels. Registration for PPS Number (Social Security / Tax) is also an issue, with the process currently taking 8-10 weeks."

Destination Services Provider in Ireland



How many days of destination support are needed for this country?

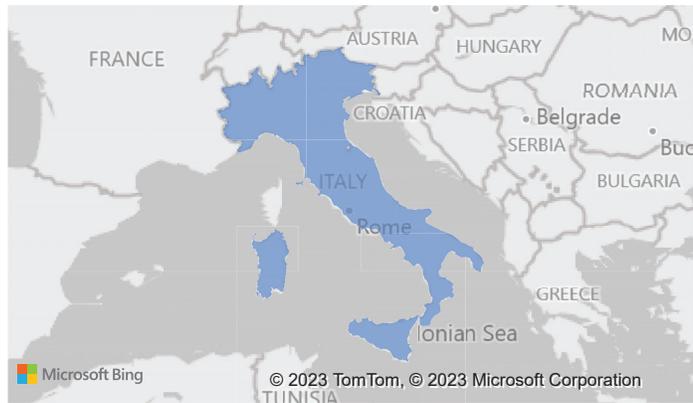
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 Mid-Level Employee Family Size of 2	3 Days of Support	3 Days of Support	4 Days of Support
 Executive-Level Employee Family Size of 3	5 Days of Support	4 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

Personal Lease

If you responded "Corporate Lease," what is the driving factor?

N/A



Which component of destination services is most difficult for this country?

Local Registration, Employment Pass, Dependent Pass, or Equivalent

Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

3
Months

What additional accompanied services (0.5 days) do you recommend?

None
Registration & Settling-In



Italy



Insights from an Expert

"Most registrations and settling-in elements are challenging due to language barrier. That includes (non-exhaustive list): Tax code, town hall registration, EU certificate, Health insurance registration, Italian ID card, bank account, parking permit and driving license. It is unlikely that someone not speaking Italian can have a pleasant experience handling the above elements without any kind of support. Those elements are time consuming and therefore time shall be authorized in consequence.

Dilapidation following the property checkout could be challenging and security deposit return may take a lot of time due to a delay in getting balance figures of the condominium charges, which only becomes available several days after the keys are returned to the landlord."

Destination Services Provider in Italy



How many days of destination support are needed for this country?

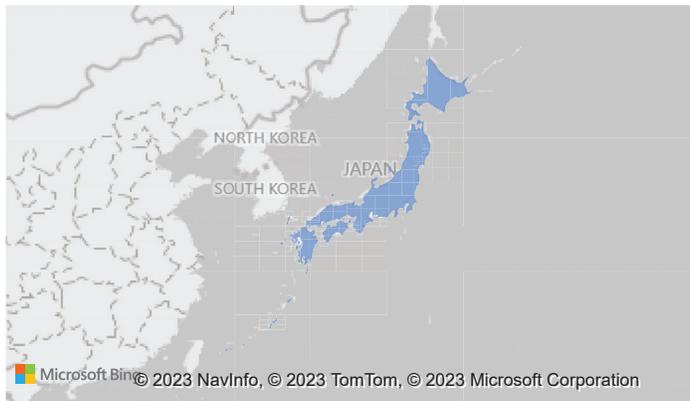
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 Executive-Level Employee Family Size of 3	4 Days of Support	4 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

Corporate Lease

If you responded "Corporate Lease," what is the driving factor?

Cultural Norms



Which component of destination services is most difficult for this country?

Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

2
Months

What additional accompanied services (0.5 days) do you recommend?

Obtain/Convert Driver's License

Settling-in, Obtain/Convert Driver's Lic...



Japan



Insights from an Expert

The Japan market is complicated due to both cultural and language barriers. Ongoing support such as 24-hour help line and tenancy management, is always recommended, as well as expense management for payment of rent and utilities. Inter-cultural training both prior to departure and after arrival, is a must, as are language lessons."

Destination Services Provider in Japan



How many days of destination support are needed for this country?

	Minimum Recommendation	Market Average	The Experts' Recommendation
 Entry-Level Employee Family Size of 1	2 Days of Support	2 Days of Support	3 Days of Support
 Mid-Level Employee Family Size of 2	3 Days of Support	4 Days of Support	4 Days of Support
 Executive-Level Employee Family Size of 3	4 Days of Support	4 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

Personal Lease

If you responded "Corporate Lease," what is the driving factor?

N/A



Which component of destination services is most difficult for this country?

Local Registration, Employment Pass, Dependent Pass, or Equivalent

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

1
Months

What additional accompanied services (0.5 days) do you recommend?

Obtain/Convert Driver's License

How many days of destination support are needed for this country?

	Minimum Recommendation	Market Average	The Experts' Recommendation
 Entry-Level Employee Family Size of 1	2 Days of Support	2 Days of Support	3 Days of Support
 Mid-Level Employee Family Size of 2	3 Days of Support	3 Days of Support	4 Days of Support
 Executive-Level Employee Family Size of 3	4 Days of Support	4 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

Personal Lease

If you responded "Corporate Lease," what is the driving factor?

N/A



Which component of destination services is most difficult for this country?

Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

4
Months

What additional accompanied services (0.5 days) do you recommend?

None

How many days of destination support are needed for this country?

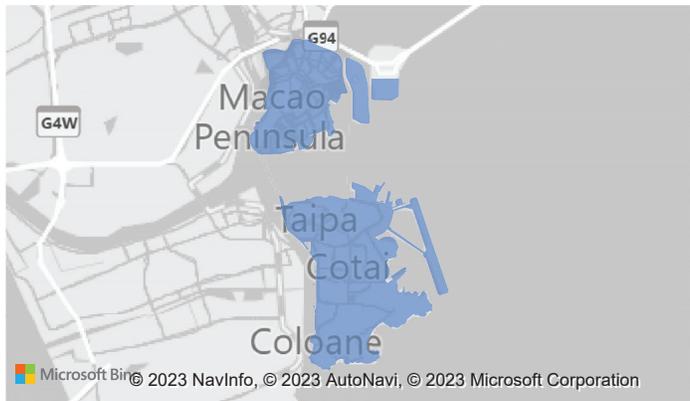
	Minimum Recommendation	Market Average	The Experts' Recommendation
 Entry-Level Employee Family Size of 1	2 Days of Support	3 Days of Support	3 Days of Support
 Mid-Level Employee Family Size of 2	3 Days of Support	4 Days of Support	4 Days of Support
 Executive-Level Employee Family Size of 3	4 Days of Support	5 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

| Personal Lease

If you responded "Corporate Lease," what is the driving factor?

| N/A



Which component of destination services is most difficult for this country?

| Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

1
Months

What additional accompanied services (0.5 days) do you recommend?

| Settling-in Services

How many days of destination support are needed for this country?

	Minimum Recommendation	Market Average	The Experts' Recommendation
 Entry-Level Employee Family Size of 1	2 Days of Support	2 Days of Support	3 Days of Support
 Mid-Level Employee Family Size of 2	3 Days of Support	4 Days of Support	4 Days of Support
 Executive-Level Employee Family Size of 3	4 Days of Support	4 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

Personal Lease

If you responded "Corporate Lease," what is the driving factor?

N/A



Which component of destination services is most difficult for this country?

Obtaining Driver's License

Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

1
Months

What additional accompanied services (0.5 days) do you recommend?

- Obtain/Convert Driver's License
- Obtaining a Local Bank Account

How many days of destination support are needed for this country?

	Minimum Recommendation	Market Average	The Experts' Recommendation
 Entry-Level Employee Family Size of 1	2 Days of Support	1 Days of Support	3 Days of Support
 Mid-Level Employee Family Size of 2	2 Days of Support	2 Days of Support	3 Days of Support
 Executive-Level Employee Family Size of 3	4 Days of Support	3 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

Personal Lease

If you responded "Corporate Lease," what is the driving factor?

N/A



Which component of destination services is most difficult for this country?

N/A

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

1
Months

What additional accompanied services (0.5 days) do you recommend?

None

How many days of destination support are needed for this country?

	Minimum Recommendation	Market Average	The Experts' Recommendation
 Entry-Level Employee Family Size of 1	2 Days of Support	3 Days of Support	3 Days of Support
 Mid-Level Employee Family Size of 2	2 Days of Support	4 Days of Support	4 Days of Support
 Executive-Level Employee Family Size of 3	3 Days of Support	5 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

Personal Lease

If you responded "Corporate Lease," what is the driving factor?

N/A



Which component of destination services is most difficult for this country?

Safety & Security

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

1
Months

What additional accompanied services (0.5 days) do you recommend?

Settling-in Services

How many days of destination support are needed for this country?

	Minimum Recommendation	Market Average	The Experts' Recommendation
 Entry-Level Employee Family Size of 1	3 Days of Support	3 Days of Support	3 Days of Support
 Mid-Level Employee Family Size of 2	3 Days of Support	3 Days of Support	4 Days of Support
 Executive-Level Employee Family Size of 3	4 Days of Support	4 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

Personal Lease

If you responded "Corporate Lease," what is the driving factor?

N/A



Which component of destination services is most difficult for this country?

Housing, Schooling

Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

2
Months

What additional accompanied services (0.5 days) do you recommend?

Local Registration, Health Insurance, Di...

None

How many days of destination support are needed for this country?

	Minimum Recommendation	Market Average	The Experts' Recommendation
 Entry-Level Employee Family Size of 1	2 Days of Support	2 Days of Support	3 Days of Support
 Mid-Level Employee Family Size of 2	3 Days of Support	3 Days of Support	3 Days of Support
 Executive-Level Employee Family Size of 3	4 Days of Support	4 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

Personal Lease

If you responded "Corporate Lease," what is the driving factor?

N/A



Which component of destination services is most difficult for this country?

N/A

Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

2
Months

What additional accompanied services (0.5 days) do you recommend?

EU Certificate for EU Nationals

Local Bank Account, Driver's License

How many days of destination support are needed for this country?

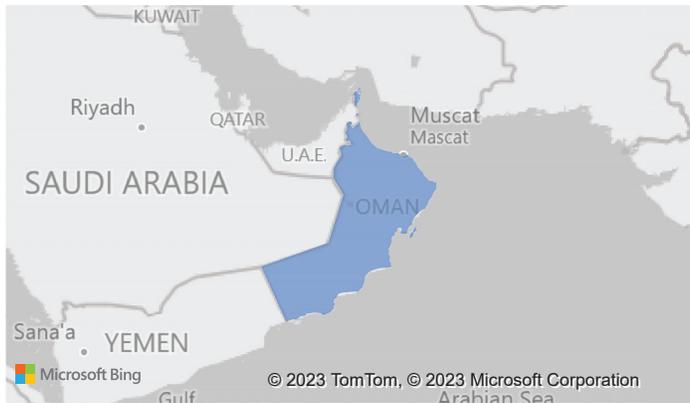
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 Mid-Level Employee Family Size of 2	3 Days of Support	4 Days of Support	4 Days of Support
 Executive-Level Employee Family Size of 3	4 Days of Support	4 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

Personal Lease

If you responded "Corporate Lease," what is the driving factor?

N/A



Which component of destination services is most difficult for this country?

Local Registration, Employment Pass, Dependent Pass, or Equivalent

School Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

2
Months

What additional accompanied services (0.5 days) do you recommend?

Obtain/Convert Driver's License

How many days of destination support are needed for this country?

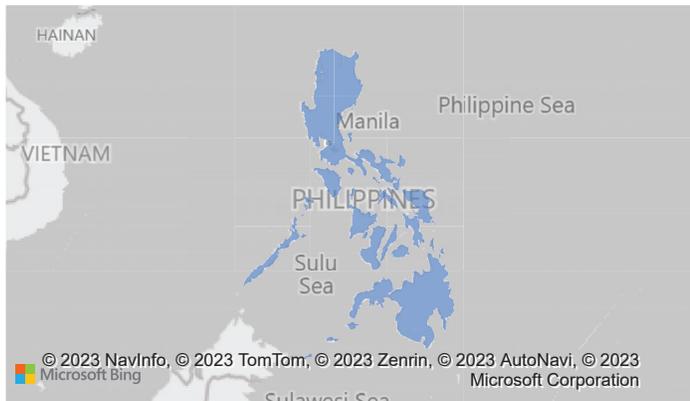
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 Executive-Level Employee Family Size of 3	4 Days of Support	5 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

Personal Lease

If you responded "Corporate Lease," what is the driving factor?

N/A



Which component of destination services is most difficult for this country?

Obtaining a Local Bank Account

Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

2
Months

What additional accompanied services (0.5 days) do you recommend?

Obtaining a Local Bank Account

Settling-in Services



Philippines



Insights from an Expert

"It's true that traditional bundled DSP service is getting rarer as the relocation industry evolves. Clients should consider nontraditional DSP services that might be more affordable such as virtual or self-guided tours, or shorter in person orientation program rather than authorizing one (1) day bundled orientation/home finding service.

DSP end up spending more time than what is expected and authorized to assist and support the assignee during their transition on the ground. While changes in DSP fees and services can be challenging, companies should still need to give their employees a good relocation experience."

Regarding security deposit returns:

"Security deposit is returned, however, not 60 days after the lease is terminated. Constant follow up is required and return can sometimes last for 6 months of follow up and negotiations."

Destination Services Provider in the Philippines



How many days of destination support are needed for this country?

	Minimum Recommendation	Market Average	The Experts' Recommendation
 Entry-Level Employee Family Size of 1	2 Days of Support	2 Days of Support	3 Days of Support
 Mid-Level Employee Family Size of 2	3 Days of Support	3 Days of Support	4 Days of Support
 Executive-Level Employee Family Size of 3	4 Days of Support	4 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

Personal Lease

If you responded "Corporate Lease," what is the driving factor?

N/A



Which component of destination services is most difficult for this country?

Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

1
Months

What additional accompanied services (0.5 days) do you recommend?

None

How many days of destination support are needed for this country?

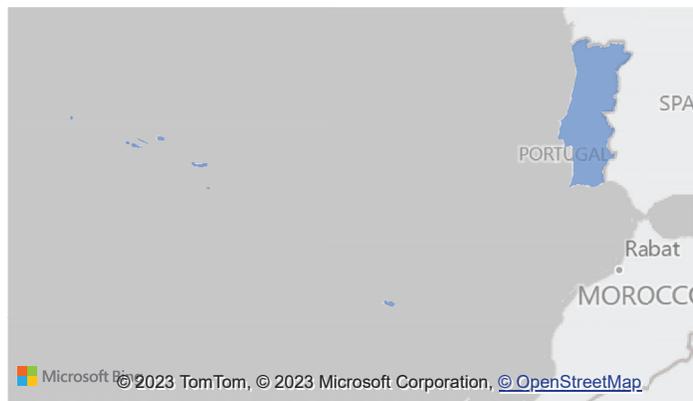
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 Executive-Level Employee Family Size of 3	4 Days of Support	4 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

| Personal Lease

If you responded "Corporate Lease," what is the driving factor?

| N/A



Which component of destination services is most difficult for this country?

| Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

1
Months

What additional accompanied services (0.5 days) do you recommend?

| None

How many days of destination support are needed for this country?

	Minimum Recommendation	Market Average	The Experts' Recommendation
 Entry-Level Employee Family Size of 1	2 Days of Support	2 Days of Support	3 Days of Support
 Mid-Level Employee Family Size of 2	3 Days of Support	4 Days of Support	4 Days of Support
 Executive-Level Employee Family Size of 3	5 Days of Support	5 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

Personal Lease

If you responded "Corporate Lease," what is the driving factor?

N/A



Which component of destination services is most difficult for this country?

- Local Registration, Employment Pass, Dependent Pass, or Equivalent
- Obtain/Convert Driver's License

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

2
Months

What additional accompanied services (0.5 days) do you recommend?

Obtain/Convert Driver's License

How many days of destination support are needed for this country?

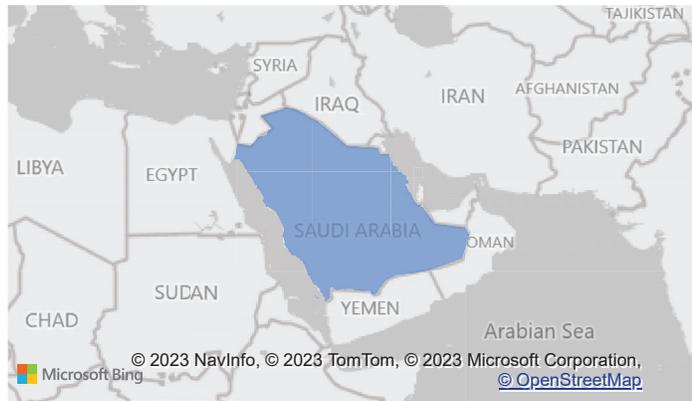
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 Executive-Level Employee Family Size of 3	5 Days of Support	5 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

Personal Lease

If you responded "Corporate Lease," what is the driving factor?

N/A



Which component of destination services is most difficult for this country?

Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

2
Months

What additional accompanied services (0.5 days) do you recommend?

Driver's License, School Search

None

How many days of destination support are needed for this country?

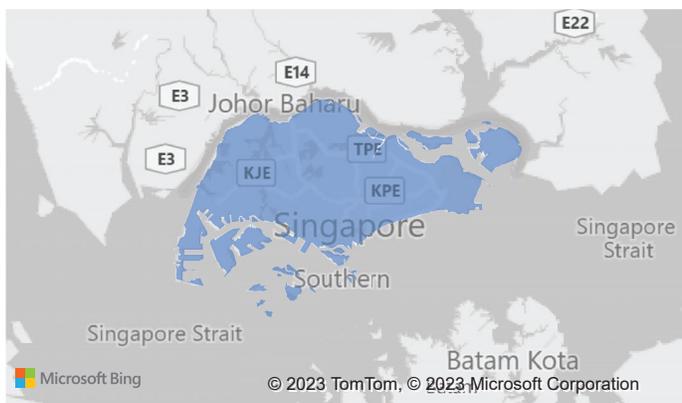
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 Executive-Level Employee Family Size of 3	4 Days of Support	4 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

| Personal Lease

If you responded "Corporate Lease," what is the driving factor?

| N/A



Which component of destination services is most difficult for this country?

| Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

1
Months

What additional accompanied services (0.5 days) do you recommend?

| Settling-in Services

| Vehicle Lease/Purchase

How many days of destination support are needed for this country?

	Minimum Recommendation	Market Average	The Experts' Recommendation
 Entry-Level Employee Family Size of 1	2 Days of Support	1 Days of Support	3 Days of Support
 Mid-Level Employee Family Size of 2	3 Days of Support	3 Days of Support	4 Days of Support
 Executive-Level Employee Family Size of 3	3 Days of Support	4 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

| Corporate Lease

If you responded "Corporate Lease," what is the driving factor?

| Tax Reasons & Financial Assurance



Which component of destination services is most difficult for this country?

| Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?

- Yes
- No

On avg., how long for a security deposit refund?

2
Months

What additional accompanied services (0.5 days) do you recommend?

| Obtaining a Local Bank Account

How many days of destination support are needed for this country?

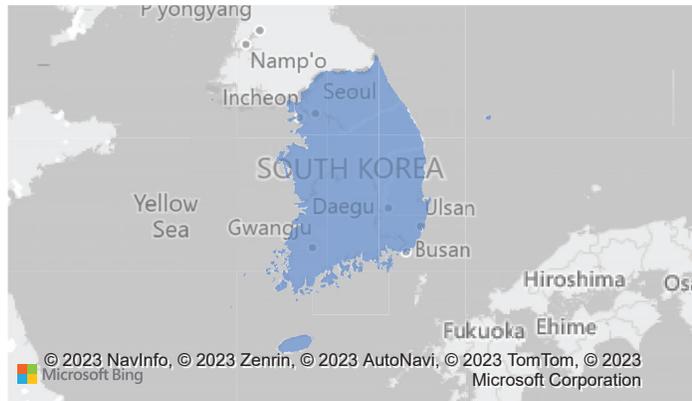
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 Mid-Level Employee Family Size of 2	3 Days of Support	3 Days of Support	4 Days of Support
 Executive-Level Employee Family Size of 3	4 Days of Support	4 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

- | Corporate Lease
- | Personal Lease

If you responded "Corporate Lease," what is the driving factor?

- | Cultural Norms
- | N/A



Which component of destination services is most difficult for this country?

- | Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

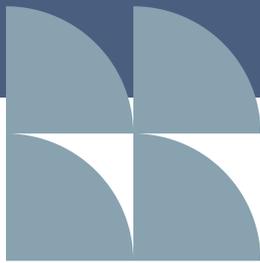
1
Months

What additional accompanied services (0.5 days) do you recommend?

- | None
- | Obtain/Convert Driver's License



South Korea



Insights from an Expert

"The Korean property market is very complex and expatriates would leave instantly if assigned and there need someone to handle what is left over to get refund of deposits/damage issues etc. But currently the number of personal leases is somewhat increasing. Executive levels for more corporate lease and for entry level more personal leases.

We always recommend to establish a safeguard to force the landlords for the return of deposits/already paid advance rental when early terminated.

Korean property market is maybe the most complex market with various rules/norms/risks/area specifics etc. So, we would recommend to listen to us before deciding anything. Also, thinking that anything can be done by external realtors may lead to unexpected results. Hence, setting right expectation to the assignees is always very important."

Destination Services Provider in South Korea



How many days of destination support are needed for this country?

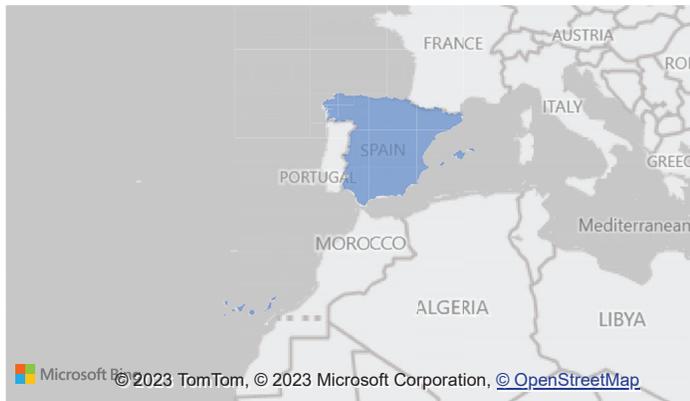
	Minimum Recommendation	Market Average	The Experts' Recommendation
 Entry-Level Employee Family Size of 1	2 Days of Support	2 Days of Support	3 Days of Support
 Mid-Level Employee Family Size of 2	3 Days of Support	3 Days of Support	4 Days of Support
 Executive-Level Employee Family Size of 3	4 Days of Support	4 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

Personal Lease

If you responded "Corporate Lease," what is the driving factor?

N/A



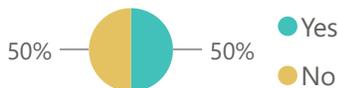
Which component of destination services is most difficult for this country?

Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

2
Months

What additional accompanied services (0.5 days) do you recommend?

None

Obtain/Convert Driver's License

How many days of destination support are needed for this country?

	Minimum Recommendation	Market Average	The Experts' Recommendation
 Entry-Level Employee Family Size of 1	2 Days of Support	2 Days of Support	3 Days of Support
 Mid-Level Employee Family Size of 2	3 Days of Support	3 Days of Support	4 Days of Support
 Executive-Level Employee Family Size of 3	4 Days of Support	4 Days of Support	5 Days of Support

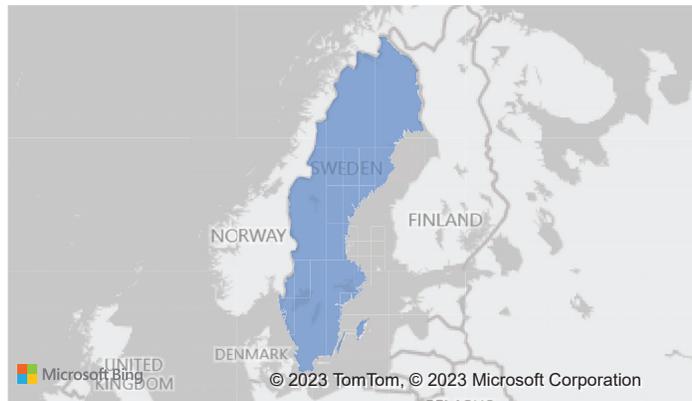
For expats, what is the most common leasing arrangement?

Corporate Lease

Personal Lease

If you responded "Corporate Lease," what is the driving factor?

Some Only Lease to Corporates



Which component of destination services is most difficult for this country?

Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

2
Months

What additional accompanied services (0.5 days) do you recommend?

None

Obtaining a Local Bank Account

How many days of destination support are needed for this country?

	Minimum Recommendation	Market Average	The Experts' Recommendation
 Entry-Level Employee Family Size of 1	2 Days of Support	2 Days of Support	3 Days of Support
 Mid-Level Employee Family Size of 2	3 Days of Support	3 Days of Support	4 Days of Support
 Executive-Level Employee Family Size of 3	4 Days of Support	4 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

| Personal Lease

If you responded "Corporate Lease," what is the driving factor?

| N/A



Which component of destination services is most difficult for this country?

| N/A

| Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

2
Months

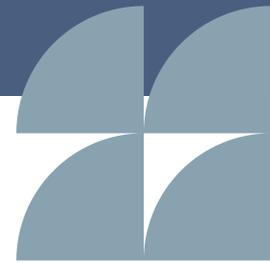
What additional accompanied services (0.5 days) do you recommend?

| None

| Settling-in Services



Switzerland



Insights from an Expert

"Available properties is the biggest challenge and understanding a landlord driven market. Expectation setting by all parties is key to navigating this issue. If another 0.5 days was possible it would be best used after a couple of months to sit and address any new concerns/issues plus perhaps a short tour to refresh."

Destination Services Provider in Switzerland



How many days of destination support are needed for this country?

	Minimum Recommendation	Market Average	The Experts' Recommendation
 Entry-Level Employee Family Size of 1	3 Days of Support	4 Days of Support	4 Days of Support
 Mid-Level Employee Family Size of 2	3 Days of Support	4 Days of Support	4 Days of Support
 Executive-Level Employee Family Size of 3	4 Days of Support	5 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

Corporate Lease

If you responded "Corporate Lease," what is the driving factor?

Cultural Norms



Which component of destination services is most difficult for this country?

Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

1
Months

What additional accompanied services (0.5 days) do you recommend?

Settling-in Services

How many days of destination support are needed for this country?

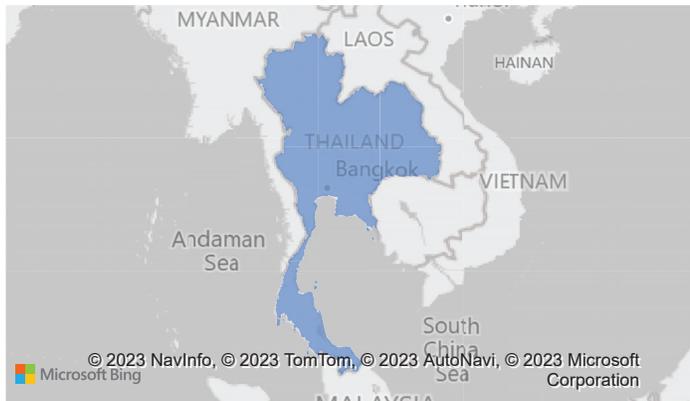
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 Mid-Level Employee Family Size of 2	3 Days of Support	4 Days of Support	4 Days of Support
 Executive-Level Employee Family Size of 3	4 Days of Support	5 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

Personal Lease

If you responded "Corporate Lease," what is the driving factor?

N/A



Which component of destination services is most difficult for this country?

Obtaining Driver's License

Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

1
Months

What additional accompanied services (0.5 days) do you recommend?

Obtain/Convert Driver's License

Vehicle Lease/Purchase

How many days of destination support are needed for this country?

	Minimum Recommendation	Market Average	The Experts' Recommendation
 Entry-Level Employee Family Size of 1	3 Days of Support	2 Days of Support	3 Days of Support
 Mid-Level Employee Family Size of 2	4 Days of Support	3 Days of Support	4 Days of Support
 Executive-Level Employee Family Size of 3	5 Days of Support	5 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

Personal Lease

If you responded "Corporate Lease," what is the driving factor?

N/A



Which component of destination services is most difficult for this country?

Local Registration, Employment Pass, Dependent Pass, or Equivalent

Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

1
Months

What additional accompanied services (0.5 days) do you recommend?

Home Search

None

How many days of destination support are needed for this country?

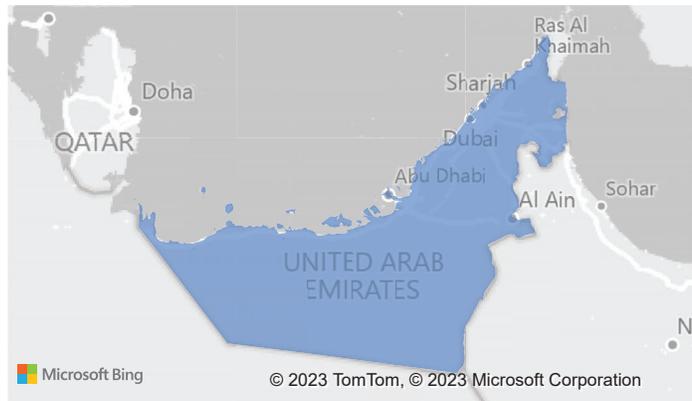
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 Mid-Level Employee Family Size of 2	3 Days of Support	3 Days of Support	4 Days of Support
 Executive-Level Employee Family Size of 3	4 Days of Support	4 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

Personal Lease

If you responded "Corporate Lease," what is the driving factor?

N/A



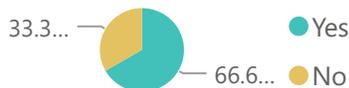
Which component of destination services is most difficult for this country?

Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

1
Months

What additional accompanied services (0.5 days) do you recommend?

- None
- Obtain/Convert Driver's License

How many days of destination support are needed for this country?

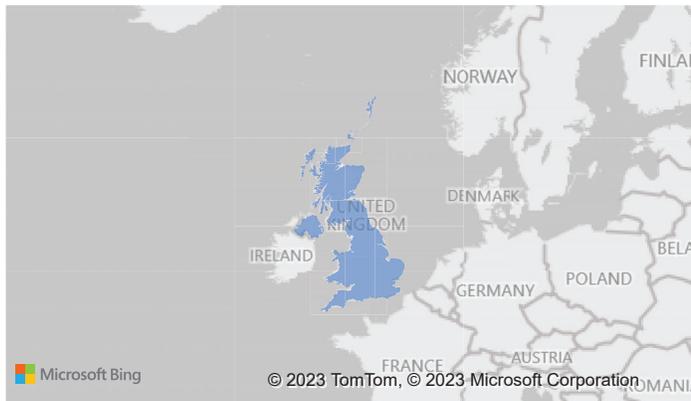
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 Mid-Level Employee Family Size of 2	3 Days of Support	3 Days of Support	3 Days of Support
 Executive-Level Employee Family Size of 3	4 Days of Support	4 Days of Support	4 Days of Support

For expats, what is the most common leasing arrangement?

Personal Lease

If you responded "Corporate Lease," what is the driving factor?

N/A



Which component of destination services is most difficult for this country?

Rental Search

School Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

2
Months

What additional accompanied services (0.5 days) do you recommend?

Home Search

None

United Kingdom



Insights from an Expert

"Availability of property is the most challenging aspect of destination services in the UK. This is especially pronounced in areas outside of London, which makes it essential for accompanied support and local expertise to be able to source and secure particularly suitable options.

There are government-backed deposit protection systems in place in the UK, so that for the majority of personal leases there is recourse available if a landlord unfairly holds onto a deposit. So when a landlord is difficult about returning a deposit, it is usually possible to refer the matter for independent arbitration.

Security deposit return can vary: typically 1 month where there is little/no dispute, but can be 3 + months if there is a dispute and the matter is referred for arbitration."

Destination Services Provider in the UK



How many days of destination support are needed for this country?

	Minimum Recommendation	Market Average	The Experts' Recommendation
 <p>Entry-Level Employee Family Size of 1</p>	<p>2</p> <p>Days of Support</p>	<p>2</p> <p>Days of Support</p>	<p>3</p> <p>Days of Support</p>
 <p>Mid-Level Employee Family Size of 2</p>	<p>3</p> <p>Days of Support</p>	<p>3</p> <p>Days of Support</p>	<p>3</p> <p>Days of Support</p>
 <p>Executive-Level Employee Family Size of 3</p>	<p>4</p> <p>Days of Support</p>	<p>4</p> <p>Days of Support</p>	<p>5</p> <p>Days of Support</p>

For expats, what is the most common leasing arrangement?

- | Personal Lease
- | Personal Lease with Corporate Guarantor

If you responded "Corporate Lease," what is the driving factor?

- | N/A



Which component of destination services is most difficult for this country?

- | Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

2
Months

What additional accompanied services (0.5 days) do you recommend?

- | Home Search
- | Obtain/Convert Driver's License



United States



Insights from an Expert

"No matter the level of employee, rental search has been difficult the past two years due to lack of inventory. A two day program for entry level for instance allows one day for settling in services and one for rental search. This is typically too few. Therefore a three day program for a single or couple is a minimum best practice at this time.

Our clients typically have the employee sign the lease but the company will guarantee a certain monthly budget and will confirm this in writing to the landlord even though the employee makes the payments (receives their allowance in payroll). To clarify, our corporate clients have not typically signed a lease as a guarantor.

An initial 30 days of temporary housing is rarely enough in this market (in the Chicago area). Employees typically need longer due to rental and housing inventory."

Destination Services Provider in the US



How many days of destination support are needed for this country?

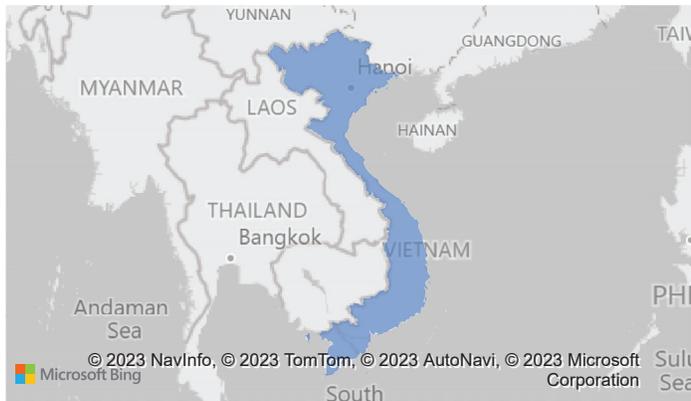
	Minimum Recommendation	Market Average	The Experts' Recommendation
 Entry-Level Employee Family Size of 1	3 Days of Support	3 Days of Support	4 Days of Support
 Mid-Level Employee Family Size of 2	3 Days of Support	4 Days of Support	4 Days of Support
 Executive-Level Employee Family Size of 3	4 Days of Support	5 Days of Support	5 Days of Support

For expats, what is the most common leasing arrangement?

- | Personal & Corporate Are Both Common
- | Personal Lease

If you responded "Corporate Lease," what is the driving factor?

- | Landlord Needs Financial Assurance
- | N/A



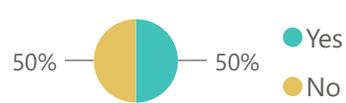
Which component of destination services is most difficult for this country?

- | N/A
- | Rental Search

Are most employees offered departure services?



Is the security deposit return process difficult?



On avg., how long for a security deposit refund?

1
Months

What additional accompanied services (0.5 days) do you recommend?

- | Obtain/Convert Driver's License
- | Settling-in Services

THANK YOU!

Thank you to our subject matter experts below for their contributions to this benchmark of destination services!



Alfa Mobility



Annexus International
Relocation Service Inc.

Annexus International Relocation Service

 anywr

Anywr Group



Bedel Mobility Solutions

 BLUE.
GLOBAL RELOCATION

BLUE global relocation



Dwellworks

 EER
RELOCATION IMMIGRATION
CORPORATE SERVICES

EER Business Services DMCC



Executive Mobility Group EMG



Going-There Destination Services



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HUSSEIN



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