



International Move Guide

Thank you for your enquiry.

Planning your move starts here

At Gerson Moving Services (GMS) we aim to make things as simple and transparent for you as possible, we do this by:

- Providing you with experienced international moving professionals to expertly guide you through your move.
- Using clearly presented information that is easy to read and explain the process in an uncomplicated way.
- Our pricing will not have hidden costs. Similarly, our terms and conditions are available in large print to make it easy to read so that you know exactly what you are agreeing to.

This International Move Guide has been written by our international moving team, who have used their professional and personal experience of moving to help you through each stage.

If you have any questions at any point, please simply call us to speak to a person who understands moving and will be able to help you.

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Welcome to your International Move Guide



This guide is written to help you through the international move process

Moving to another country is an exciting experience. However, it can also be an emotional time and at this stage it is easy to become overwhelmed by the amount of information provided to you from different people.

That is why we have created this document as “the guide” you need in preparation for your move.

We break it down into the key steps you need to take

We take you through key stages and highlight what you need to know. We also provide a helpful checklist and a glossary of terms which you may come across at each stage.

Use this guide to stay organised. That way you can look forward to arriving in your new home, safe in the knowledge that everything has been covered.

Should you have any questions during your move, please contact your Global Relocation Executive who will be able to help you.

Your pre-move survey



Identifying what you will take with you

Your first point of contact at GMS will be with one of our Move Managers.

They will be your main point of contact throughout your move and available to answer your questions.

Your Move Manager will arrange for you to have a pre-move survey of the items to be moved from your home.

The purpose of the survey is to identify your move requirements and calculate the volume of items you wish to move for the provision of an accurate quotation.

Depending on your requirement, this can be either a home survey or video survey.

If you have any questions regarding either method, you can contact your Move Manager who will be able to answer your queries.

Your pre-move survey



Video pre-move surveys

Video surveys are increasingly popular as they are secure and typically quicker than a home visit survey.

The video survey will be conducted by an experienced surveyor who will assess your personal possessions to be moved using our smart app. It works in a similar way to having a video call on your smartphone or tablet.

Your Move Manager will book your video survey and send you an invite confirmation with access to the app.

At the point of survey, you will receive a reminder message to your device asking you to access our app. The app enables you to use the camera on your smartphone or tablet device, to talk with your surveyor and show them the items you wish to take with you as you walk them through your home.

Your surveyor will ask you to identify fragile or high value items, so we can give the best recommendations for packing materials and procedures. It is important to give as much information as you can, so we can provide you with an accurate quotation.

The technology is secure and compliant to the latest personal data security standards.

Your pre-move survey

In-home pre-move surveys

For some moves, it is best to have a home visit. During a home survey, an accredited GMS Surveyor will visit your current home to assess your personal effects to be moved and identify wrapping and packing requirements.

During this consultation we will advise on what processes will be used for specific items, packing methodology and preservation techniques that should be used to ensure that there is no damage. This may include special crating for items that are particularly valuable or fragile.

Customs and documentation guidance

At this stage we will also take time to professionally advise you on customs documentation and procedures, prohibited items, insurance options, pets, vehicles, pianos, clock movements, plus tips on how to save money on any international money transfers and anything else you may want to understand. Special items you may wish to discuss during the survey:

- Access and parking
- Pet moving
- Storage
- International money transfers
- Finding a home at destination
- Insuring your items
- Vehicle shipping and storage
- Fine art and special items
- VAT reclaims

After the pre-move survey

We will create an accurate quotation for your move based on our understanding of your requirements and the pre-move survey results.

Your Move Manager will check your requirements and ensure everything you requested is included. This will be sent through for you to review. If you wish to change anything, please speak to your Move Manager.

Your move information and quotation



Your Move Manager will send you a quotation for your move.

Your quotation is calculated based on your personal specifications. It will show the cost of your move, based on your requirements.

If there is more than one option for your move, we will provide a price comparison between these. If you wish to discuss these options, please contact your Move Manager.

Your quote will also include an indication of transit times to help you plan.

If you are moving with your company and they are paying, then the quote may be sent to them directly, with details of your move.

Please take time to review your information and contact your Move Manager.

Your move information and quotation

Below is a glossary of terms you may see in a move quotation:

Air freight: The method of transporting shipments by air.

AWB: Air Waybill. A document provided by the airline as a receipt of goods.

BoL: Bill of Lading. This acts as a receipt.

Carrier: The company transporting the items, for example airline company or sea container company.

CoD: Cash on Delivery. Where payment is required at the time of delivery.

Customs clearance: The process of passing your shipment and personal possessions through the destination country's customs. Managing the documentation, communication and payment of customs charges.

Demurrage: A charge payable at the port if a shipment cannot be loaded due to delays – normally due to customs procedures.

Door-to-door: Also known as home-to-home, a service which covers the entire process. Note that some movers do not quote on this basis.

FAIM: FIDI Quality Accredited International Mover. The primary quality kite mark for an international moving company.

FCL: Full Container Load means that the move is the only one packed into the container with a scheduled shipping date.

FIDI: The primary international association for moving companies.

FX: Foreign Exchange, using a specialist FX service could cost a lot less than an international bank transfer and most likely get you a better exchange rate on the currency.

Groupage: Where many small moves are consolidated together and share a container with no set shipping date.

Your move information and quotation

HHG: Household Goods. The personal items being moved.

IAM: International Association of Movers, a US based association of moving companies for US domestic and international moves.

ISO Container: A standard steel container. Either 20ft or 40ft in size.

Ladder lift: Apparatus used to take items into and out of properties with difficult high-level access, e.g. top floor flats.

LCL: Less than Container Load. A part-load shipment despatched on a scheduled service.

Liftvan: A wooden crate used to export personal goods.

PBO: Packed By Owner. Where the shipment is packed by the person moving.

PoD: Port of Dispatch, where your items will be shipped from.

PoE: Port of Entry, where your items will enter your new country.

Shipper: The person who is moving.

ToR: Transfer of Residence. The form used to apply for tax relief when moving personal items to the UK.

WHC: Warehouse Handling Charge. An additional charge for items coming in and out of storage.

Securing your move date

Once you have reviewed the quotation, call your Move Manager to book your move day.

- a. **Select the service options you need:** Choose the options you want and the services you need. You can speak to your GMS Executive who can answer any questions and provide guidance.
- b. **Sign and return your acceptance:** You can sign the bottom of the quotation, or reply to your email.
- c. **Confirm your move date:** Your move date will then be secured.

Tracking your move

Following your booking, you will receive confirmation of your move. We will then make arrangements.

Your Move Manager will keep you updated throughout your move. They will provide you with information regarding your packing dates and timings.

Payment online or by phone

We accept payment online or over the phone by debit or credit card.

Arranging insurance



Protect your items against all-risks

As part of an international move, your items will be transported over long distances by either air, road, or by sea. They can also undergo customs inspections. Some of these factors are not within our control.

Our Transit and Storage Insurance provides all-risk protection for your personal possessions during transit.

Our insurance is underwritten by a regulated insurance company. In the event of a valid claim, you will be compensated, or your goods will be repaired or replaced.

- a. **Complete the GMS Insurance Application Form:** List all items that you wish to insure, with a value.
- b. **Insure your items for your replacement value at destination:** You can speak to your Move Manager to help you with this.
- c. **Sign and send your Insurance Application Form:** Send this to your Global Relocation Executive who will review your application before submission.

Arranging overseas money transfers

Save on bank fees and exchange rates with Gerson FX

Relocating overseas usually requires you to send money abroad. While this is easy enough to set up, foreign exchange rates often include high fees that would directly impact your budget.

Additionally, your bank rarely offers the best rates, usually adding transfer fees and commissions, which means that you receive less money.

Save the value of your move*

That's where Gerson FX can help. Working with our global partners we can save your bank charges and get you a better deal on your foreign exchange rates.

Through Gerson FX, you can transfer money safely and at lower cost through 200 countries in over 130 currencies.

- No set up fees
- No bank charges
- Corporate FX exchange rates
- Secure money transfer
- Immediate transfers

*The value you save will depend on the amount of money you transfer and your bank charges

One-off payments: Save on one-off international payments, such as a deposit on a new home or buying a luxury item.

Regular overseas transactions or receiving funds: You can use Gerson FX for regular payments, paying for children's education fees, or simply repatriating funds to a bank account in your home country – you can save as you go.

Arranging overseas money transfers



Benefit from corporate rates with Gerson FX

By going via Gerson FX, you benefit from our corporate rates and avoid any set up fees.

Support for your personal account

Once you have registered, you will have direct access to a personal account manager who will help you with your payments. They will discuss your options and provide you with answers.

You will also receive access to your online account which makes transferring simple and secure.

Interested in registering? Then contact one of our Gerson FX Customer Service Advisors who can explain the next steps.

Preparing important items and documentation



Pet moving

You will need to ensure that all documentation is correctly completed. Your Move Manager will guide you through what is required.

If you are using GMS we will make arrangements for your pets to be collected. If your pets are not travelling until after the packing day, please make arrangements to keep them out of the way during the day of the move.

Jewellery, money and other items

Our terms and conditions and terms of insurance do not cover jewellery, watches, precious stones, money, coins, bullion, deeds, bonds, securities, stamps, furs, tobacco or cigars. It is best to pack these items yourself and take them with you in person. Please refer to your insurance policy for a complete list of exclusions and your prohibited items list.

Prohibited Items

Check with us for prohibited items so that they are not included in your move. This will avoid significant delays and costs.

Preparing important items and documentation



Parking and access

On the day of the move, we must be able to park our packing vehicles outside your home and to easily access your property. Please note that our vehicles can be the size of a large articulated lorry. Please ensure that you have allowed enough time for the arrangement of any parking suspensions.

Your surveyor will have identified your access needs and identified any special requirements. Where parking suspension is required we can organise this for you, but you will need to ensure that you arrange for entry ways to be clear for the day of the move.

Preparing important items and documentation



Once you have booked your move, there are a number of things to consider in advance to ensure a trouble-free move. We have compiled the following hints and tips to help you prepare for move day:

Customs and documentation assistance

Depending on where you are moving from and your destination country, there will be additional and incidental documents you will be required to complete and submit. Do not worry.

Your Move Manager will provide you with the correct documentation when it is required. They will also provide you with guidance for accurate completion and arrange for its submission at the point when it is required.

Incorrect or incomplete documentation can cause delays and extra costs. We pay attention to the detail to ensure that you do not experience these issues.

Keep track of your important documents

Keep your important documents (e.g. insurance, lease for the new home, etc) in a wallet (physical and digital copies).

Preparing for moving day

We will provide professional packing crews to pack your items in your home and unpack them at your new residence.

If you have elected to pack any items yourself, ensure the cartons are strong enough to permit stacking without damaging the contents. Make sure cartons are only half filled with heavy items such as books and top up with lighter items. Ask us for cartons and materials which are to international move standard.

Your International Move Checklist

We have provided a handy checklist at the back of this guide to help with all the things you need to remember to do in the build up to your move.

Preparing your home

It is important to prepare your home. Below is an overview of what you can do to make things go as smoothly as possible on the day:

Your Move Pack: We provide a Move Pack with useful information. It also contains low tack labels which you can be placed on furniture to identify any items for 'storage' and any 'do not pack' items.

Attics and lofts: If you have an attic or loft, make sure to clear these and place items in a convenient spot ready to be moved. This helps our move team see the entire scale of your move when they first arrive and ensures nothing gets forgotten.

China, glass and ornaments: These can be left in cupboards and on shelves ready for our professional crew to pack.

Pictures and hanging items: These should be taken down prior to the arrival of your packing crew. Please avoid stacking items such as mirrors and pictures to avoid damage.

Preparing for moving day

Clothing in wardrobes and rails: We will provide special wardrobe cartons in various sizes for your clothes. Non-hanging items will be packed into layflat cartons. Clothing should remain on hangers. Ensure that you set aside the clothing that you need for the interim period.

Bedding and linen: All bedding and linen should be folded and laid out on beds ready for packing.

Electronic devices: Home entertainment, computer equipment, games consoles, etc, are best moved in their original packaging. Our specialist cartons and materials will protect delicate electronics in transit.

Garden items: Ensure any rubbish is discarded and tools cleaned and bundled together for easy carrying.

We cannot move flammable substances, unsealed paint tins, creosote, paraffin, matches, gas bottles or similar items, as these invalidate your insurance cover.

Climbing frames, sports equipment and assembled furniture: These can often be heavy, so please dismantle any fitness equipment before moving day.

We can arrange for a handyman to dismantle your furniture, depending on each item's age, condition and complexity.

Moving day

Our professional packing team will provide expert packing. They are highly trained and will take the utmost care of your possessions, using the latest materials and best preservation techniques. Using our crews is fast and efficient too.

Your GMS Crew Manager

You will be met by your GMS Crew Manager who will be your on-site main point of contact and will report to your GMS Move Manager.

Your Crew Manager will often ask to complete a walk through your home with you to confirm details of your move requirements and any special considerations.

Protecting your home

We will be moving heavy and large items through your property, so we ensure your home is protected against damage.

Special care will be taken to protect your carpets, wooden floors, banisters and doors prior to moving your furniture.

Items requiring bespoke crating

For those items that require extra care such as sculptures or delicate items that will have been identified by your surveyor.

Our carpenter will have made specialist wooden crates to add extra protection for your most valued and delicate items.

Packing

Our trained packing crew will use the latest packing materials and best practices to ensure that your personal possessions are protected and handled correctly.

Moving day

Photos and items of personal value: Items of extreme personal value should be set to one side for special care. Metal photo frames will be wrapped in acid-free tissue and extra protection provided to protect the glass.

Metallic items: To prevent tarnishing, these are wrapped in acid-free tissue.

China and glassware: Such delicate items are individually wrapped before being placed into special china cartons.

Clothes: Clothes are hung in specially railed wardrobe cartons.

Books: Books are heavy and will be packed into small and sturdy book cartons.

Sofas, chairs and mattresses: These all have their own specially designed covers to protect these items from tearing, marks and dents. We also use safety knives to prevent damage.

Bicycles, golf clubs and other sports equipment: GMS has developed a range of cartons to cater for all your individual needs. Expensive carbon sports gear are specially protected to avoid crushing and splintering.

Wine collections: Where permitted, we have cartons to protect your wine collection with insulating properties, we can also arrange for valuable storage of specialist wine collections.

Pictures and lampshades: We have specially designed cartons and corner protectors to protect fragile pictures and larger cartons to protect large delicate lampshades from crushing.

Moving day



Your packing inventory

As your crew pack each item, they will complete a signed packing inventory, which enables each item being packed to be traced back to the specific crew member who packed this item for you. After your items are loaded for transportation, you will be asked to sign to confirm that everything has been accounted for and packed and loaded. This will be important for accounting for your items on arrival at their destination and into storage.

ENQUIRY

WELCOME

PRE-MOVE
SURVEY

YOUR
QUOTE

BOOK YOUR
MOVE

INSURANCE

FX

IMPORTANT
DOCUMENTS

MOVE DAY

TRANSPORT

STORAGE

CUSTOMS
CLEARANCE

DELIVERY

MOVE
CHECKLIST

Transporting your items

Your Move Manager will arrange for the collection and transportation of your personal items.

Air freight

Your items will be collected from your residence and taken to the airport for transportation by our approved air carrier.

We will arrange the required documentation, Air Waybill and provide you with the necessary paperwork and authorisations to be signed ready for customs clearance to proceed without delay.

Sea Freight

If your items are being loaded onto a container at your home, they will be sealed at that point, with the seal number recorded on your documents.

If your items are being packed for a shared container move, then they will be taken in one of our specialist vehicles and prepared at our warehouse.

We will arrange the required documentation, Bill of Lading and provide you with the necessary paperwork and authorisations to be signed ready for customs clearance to proceed without delay.

Road Moves

For moves across the Netherlands or within mainland Europe, we will load your personal possessions onto one of our specialist pan-European vehicles for transportation by road to your new home.

We will arrange the required documentation and provide you with the necessary paperwork and authorisations to be signed ready for customs clearance to proceed without delay.

Storing your items



We provide secure storage for your possessions at our facilities with a complete collection and delivery service.

We can also provide specialist and bonded storage for fine art and document storage.

Collection

GMS will arrive at your home and pack your possessions before taking them into secure storage. This means you do not have to transport the goods yourself, saving your time and the cost of a hire van. It also means you will not have to do any heavy lifting of furniture.

Accurate records

If you are placing goods into long term storage, GMS will create an inventory of everything going into store, so you have an accurate record of the goods in our care.

Clearing customs and transit



Prior to despatch, your Move Manager will have provided you with an estimated timeline for your move and an estimated delivery date.

They will keep you updated on the progress of your shipment whilst your possessions are in transit.

Avoiding delays and costs

Delays and additional charges can easily occur if your international move has not been correctly managed from the start.

The attention to detail we apply to your documentation and the professional support of our international moving experts provided to you throughout your move protects against this.

We will arrange for clearance of your items at destination and port clearance.

Once your items have cleared customs we will contact you to arrange delivery to your new home.

Clearing customs and transit



Keeping you up to date throughout the move

We have a commitment to you to provide the best possible service. Throughout your move we will maintain contact with you, thinking ahead for you and providing you with updates.

Ahead of each key stage identified in this guide, your Move Manager will be in contact to check that everything is going to plan and to answer any questions.

If you feel that there is a problem that needs resolving or you need to speak to someone, please contact us – we will not let you down.

Delivering your items

Convenient delivery service

When you are ready, GMS will deliver your items to their new location at a mutually convenient time.

Upon delivery, your Crew Manager will introduce themselves. Please allow time to walk through your new home to show them where you want items to be placed.

Unpacking

We provide a professional crew to place your items into their designated rooms and unpack them.

We will help with the placement of furniture and placement of items. Any boxes which you wish to unpack yourself should be identified.

Handyman and maid service options

Where available we can provide an additional level of service to help you settle in. This can include a handyman to reconnect appliances, hang pictures and change plugs. We can also provide a maid service to make beds, place ornaments on shelves and prepare your new property so it feels more like a home.

Checklist: Your list of things to remember

The following is a list of items to help you plan your move.

People and organisations you need to inform you are moving

Prepare your children for the move ahead, talk to them and answer their questions.

Gas, electricity, water and other utilities companies.

Your telecoms, broadband and home entertainment provider.

Postal service – mail re-direct

Banks/building societies or other financial institutions.

Credit card companies, savings accounts.

Local council, authorities and electoral register.

Insurance companies.

Your child's school and clubs.

Your solicitor, doctor, optician and dentist.

Publications and subscription services.

Your landlord if you are renting.

Your tax authority.

Your stockbroker, financial adviser and pension provider.

Friends and relatives and arrange your leaving party.

Checklist: Your list of things to remember

The following is a list of items to help you plan your move.

These things take a little longer

Talk to us if you have pet moving requirements.

If your pets are moving after move day, make arrangements to book them into kennels or catteries or for friends to look after them during the move.

Passports, work permits and visas for you and your family.

Transport and visas for pets.

Arrange for inoculations if required.

Collate legal documents, birth certificates, insurances, leases, etc.

Take valuable items out of storage (e.g. jewellery). Keep these with you during the move.

Temporary living arrangements whilst you are between homes.

Arrange a bank account in your new country. Speak to us about arranging an overseas bank account. Most often this can be arranged before you arrive in your new country.

Make arrangements for your charge/credit/bank cards.

Arrange for international money transfers, investigate using a specialist FX company to save on fees.

Mobile phone contract here and your new location.

Back up your data to the Cloud, check you will be have access when you need it.

Checklist: Your list of things to remember

The following is a list of items to help you plan your move.

3 to 4 weeks before

Before any packing begins, contact us to recycle any unwanted items, or donate to Marie Curie Cancer Care and foodbank.

If you wish to pack some items yourself, obtain all the necessary materials, and begin at least two weeks before your move. Remember, GMS cannot offer insurance for owner- packed items.

Label boxes with their contents and their destined room at your new address.

Finalise your move date with your GMS Move Manager.

Your bank: Notify your bank of your change of address and consider transferring your account to a branch nearer to your new home.

Credit/store cards: Fill in the change of address section of your credit/store cards statement when returning it with your payment and also notify any card protection insurers.

Standing orders/direct debits: Give your new address to companies to which you pay standing orders, or with which you have a hire purchase agreement or loan.

Stocks & shares: Notify your stockbroker, financial adviser or each individual Company Registrar.

Car: If you are moving overseas and you wish to lease a car, let us know as we have companies we can put you in contact with in each location.

Driving licence: Tell your local driving licence authority you are moving and your new address.

Mail redirection: Ask your mail service to redirect your mail.

Phone providers: Contact your phone and internet providers to advise of your move. Give at least two weeks' notice.

Checklist: Your list of things to remember

The following is a list of items to help you plan your move.

3 to 4 weeks before

TV licence: Tell TV Licensing you've changed address.

Doctor, dentist, optician: De-register and research alternatives nearer to your new address. Liaise with your hospital if undergoing regular treatment.

Tax: Tell your local tax authority you've changed address.

Pension: Advise your pension provider or private scheme of your move.

Insurances: Notify your broker or individual insurance companies.

Council tax and electoral registration: Notify relevant authorities you are moving with regards to council tax and electoral registration.

Subscriptions: Notify any organisations, clubs or charities to which you subscribe.

Temporary accommodation: If you need a hotel or temporary accommodation during the removal, arrange well in advance, especially if your move occurs during the summer.

Lofts and attics: Check the contents and dispose of any unwanted items.

Schools: Notify schools of your leaving date and advise the new schools as soon as possible.

Parking permits: Check to see if you need a parking permit for the removal vehicle at your existing or new address and notify GMS to arrange.

Additional services: Book any additional services that you may need to disconnect you from your existing home.

Home contents and buildings insurance: Notify your current providers. Research options for your new home.

Checklist: Your list of things to remember

The following is a list of items to help you plan your move.

1 to 2 weeks before

Childcare: Arrange for childcare for the days of your move.

Water, electricity and gas: Contact your energy suppliers to advise the date you will be moving, giving at least 48 hours' notice.

Items on loan: Return borrowed items to your library, friends and neighbours.

Dry cleaning: Collect all remaining items.

Fridge and freezer: Empty, defrost and dry out your fridge and freezer.

Washing machine and dishwasher: Empty, disconnect and drain pipes, secure the washing machine drum with the manufacturer's transit brackets.

Care should be taken to ensure that any packets, lids and screw tops are properly secured. Keep any tinned or long-life items aside for our Foodbank collection.

Meals and snacks: Plan these leading up to and shortly after the move, bearing in mind which kitchen items will already be packed. For the evening meal on the day of your move, it may be easier to order takeaway or eat out.

Bring items down from your loft/attic. If you need the removal team to enter your attic or loft, make sure it is properly illuminated and floored, and has a safe point of entry.

Cancel your deliveries.

Empty fuel from mowers / vehicles to be moved.

Clean out your medical cabinet.

Checklist: Your list of things to remember

The following is a list of items to help you plan your move.

1 to 2 weeks before

Use our Air/Sea/Store/Road/Don't Pack sticky labels.

List items for insurance cover.

Review your customs information and restricted items lists.

VAT refund forms.

Put your passport, phone, documents, items of jewellery aside in a clearly identifiable holder.

Keep your important documents (e.g. insurance, lease for the new home, etc) in a wallet (physical and digital copies).

Moving day

We will contact you ahead of your move date to reconfirm the time and crew details for security – call or email us if you have any questions.

Children: If your children are staying with you during the move, organise a room with their toys and a few treats. You may want to give older children specific tasks, such as packing their own box.

When the crew arrives, check their ID with your Move Manager.

Walk through with your crew manager to review items to be packed and to identify items requiring special care (e.g. antiques, sculptures, art, expensive bikes, family photos etc).

Show the crew leader items to be packed or stored.

Do Not Pack Items: Show the Team Leader around the house and identify anything that is NOT to be moved.

Keep aside a few essential items (e.g. plates, cutlery, etc).

Refreshments: Moving belongings is physically demanding work; you may want to have refreshments available for everyone involved with the move.

Checklist: Your list of things to remember

The following is a list of items to help you plan your move.

Moving day

Bedding: Remove all bedding, and ensure that when packed, it is clearly labelled for immediate unpacking for the first night at your new home.

Walk around the house: Once the vehicle is loaded, walk around the house with the Crew Manager to ensure all items to be moved have been placed in the vehicle.

Turn off taps, heating systems, gas, electricity, water, and any other domestic services.

Meter readings and key transfer: Before leaving, make a note of all relevant meter readings, and arrange for key transfer as agreed.

Sign completion form and packing inventory: Once you are satisfied that everything has been completed, adding any comments you wish to make.

Check you have all your important documents.

Lock all doors and windows.

We will contact you during the move to ensure everything is OK.

Whilst your goods are in transit

We take care of the transportation of your personal items to your new home destination.

Throughout the period whilst your items are in transit and up until you settle-in to your new home, your Move Manager will be in contact to update you on progress and to answer your questions.