

Dear Partner,

In these times of uncertainty, our thoughts, and prayers are with our partners and their families. We feel it's our responsibility to update you on the current situation in India from a Moving Company's perspective and the measures been undertaken by the authorities and our organisation to curb the spread of Coronavirus (Covid-19).

India's response to COVID-19

- 1 The Indian Government has taken several positive initiatives to help combat the COVID-19 since February 26th, 2020. The details of the steps taken include updating information on a host of advisories related to COVID-19 and important FAQs. Moreover, the number of people infected with the virus both Indians & foreign nationals in India, and other official information are all available on the government website - mohfw.gov.in or mygov.in
- 2 As of March 22nd, 2020, no scheduled international commercial passenger aircraft shall land on any of the Indian airports, this applies to foreigners & returning Indians. The above is a temporary measure to restrict the spread of COVID-19 and is subject to review by the government.
- 3 Effective March 24th, 2020 midnight, the entire country is on lockdown mode for three weeks. Until April 14th, there is a firm directive from the Government that people must remain indoors due to which private sector companies have implemented work from home policies. Flight, trains, vehicles are not allowed to operate. Legal action will be taken against offenders. While Customs will continue to work, logistics and manpower would not be possible in the current scenario.
- 4 Non-essential services are fully shut down, whilst essential services are open.

As a result of the above restrictions to curb the spread of coronavirus, we have been forced to close our offices and facilities across the country until April 14th, 2020. However, we have our staff working from home, answering emails and returning phone calls. We are in touch with customers having inbound & outbound shipments, and they understand the situation caused by the current pandemic.

We are all living through an extraordinary time at the moment and we do hope you and your families are all well and pulling through this together.



Quotes

We are available to help and provide import and export quotations, in most cases within 1 working day of receipt.



Surveys

If you have customers who are looking to move in the coming months, we recommend video surveys. If you haven't seen this before it's like contacting the customer using their smartphone and a trained surveyor from the team guides them through a tour of their home. This is recorded to allow us to work out the volume of the goods and then provide a quotation.



Moves

Due to the lockdown, our crews are currently not available but no sooner the situation normalises, we shall commence our operations shortly. Hence, if you have any customers who would like to book their dates for packing post 14th April 2020, then please do let us know so that we can slot them in.

Whilst the health and safety of our crew and customers are of paramount importance to us, we are also aware that people still have an obligation to move for specific reasons. In the event your customers do require support in terms of alternative service apartments or transportation within the city in sanitised vehicles, we would be able to assist. If we can help you and your customers, please let us know and we will do our utmost to assist.

Be rest assured that we continue to monitor developments daily and will send across new updates. We do regret this unavoidable inconvenience to your customers, and we will keep you informed of developments as they progress in due course.