



## Updater FAQs

Your quick-start guide to explaining Updater to your National Accounts

### QUESTION

### ANSWER

#### What is Updater?

“Updater is a time-saving tool that helps your employees organize and complete all of their moving-related tasks. Updater builds a unique version of their platform that’s completely customized to each employees’ individual move so they can stay focused on the job, not worried about the move.”

#### What does it do?

“When people move, they waste hours dealing with moving tasks – things like transferring utilities, forwarding mail, updating accounts and records, and so on. Updater’s technology streamlines that entire process from hours (or even days) down to minutes – taking what’s normally a very stressful and complicated process for your employees and simplifying it for them.”

#### Is our employee information safe?

“Absolutely! Updater’s very strict Privacy Pledge reads that the company will ‘never sell, rent or share your personal information behind your back.’ Simply put, when your employees use Updater, Updater only shares their information with the third parties that they explicitly instruct them to contact. For example, when an employee uses Updater to file their change of address form, Updater sends their data to the USPS for processing. So, when your employees use Updater, you can rest assured that they use their data only in accordance with their privacy pledge. Updater has a great reputation for privacy.”

#### How does Updater help us add value for our employees?

“Did you know that 71% of people moving wish they received additional moving assistance? Until now, there hasn’t been a turnkey technology solution to help them prepare for the move and streamline all of their moving related tasks. Updater provides an easy way for us to lend a helping hand!”

#### How much does it cost?

“Updater is always 100% free for you and your employees! Our relationship is important to us, so we’re happy to cover the cost of this new technology.”

Have additional questions?

Your Success Manager, **Fallon Relay**, is here to help! Feel free to contact her any time with any additional questions, comments or concerns.

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