

MARCH 2006 NEWSLETTER

President's Letter

*by Laura Henneberry-Meier, CRP, GMS
CRC 2006 President*

Dear CRC Members,

I don't know about all of you but I am still coming off my high of the February meeting. The energy, the willingness to give and share, and the enthusiasm of all were showcased at this wonderful event. Thank you to everyone who participated by being a sponsor, a donator of a silent auction item, a bidder (and winner perhaps!), a giver of a monetary contribution, a moderator, or an organizer. Please mark your calendars for May 6 which has been designated as our "work" day for Rebuilding Together.

With spring just around the corner, we should all slow down, take a breath, and remember why we are in relocation. Deep down, I believe, that we are all "people persons" and problem solvers. We may not be able to solve the issues coming at us from all directions such as war, gas prices, hurricanes, or political dissent. We can, however, make a difference in one person or company's life, one move at a time. The power of human connection can, and should, never be underestimated.

Remember to enjoy your relocation victories, learn from our defeats, and share the experiences with your fellow professionals. Together, we all become stronger.

Regards,

Laura J. Henneberry-Meier, CRP, GMS
2006 CRC President

What A Great Meeting It Was!!

The February event, "Around the Relocation Table" held in conjunction with our silent auction, experienced record breaking attendance. The feed-back was phenomenal!

Attendees enjoyed the opportunity to support our charitable cause while learning about the latest trends and updates during the roundtable discussions facilitated by industry leaders: Mark Cicio, Jill Taylor, Craig Anderson, John Morreale, Sue Carey, Ben Ivory, Michael Turansick, Ed Marshall, Therese Toledo, Terri Myszkewicz, Steve Bova, Sally Scarlett, Kathy Zollner, Carleen Hilaszek. Everyone contributed to discussion topics including every aspect of the relocation process, international and domestic.



Once again, we can be very proud of ourselves for having such a charitable spirit at our annual silent auction and raffle fundraiser. Thanks goes out to those who donated and bid on the auction items and to everyone that bought raffle tickets; so far I think that includes everyone that was at the meeting. Yet there are still thank yous that are due, to those members that donate their time and talents, whether it is cooking, sailing, painting, soliciting donations, making signs, setting up, and everything else that goes into this event every year, I thank you from the bottom of my heart. I believe that what we have today is exactly the vision of those who began this charitable quest several years ago. We are lucky to have such a generous organization where everyone enjoys being a part of the action.

So...with no further words, I'll let the numbers do the talking. Together, we raised ,284 for Rebuilding Together. That will be enough money to help refurbish three homes for some of our very needy neighbors. What an amazing effort. Thank you, thank you, thank you! Please mark your calendars for May 6th, Rebuilding Together Day, more news to follow as we get closer to the date!

A heartfelt thanks to Sandy Christensen and the Northern Trust Team for hosting this memorable afternoon. Sandy has graciously offered to host the event again next year.

From the Historian Files

*by Bob Dicke, CRP
CRC's Official Historian*

As I peruse the CRC archives one thing that I am reminded of is how we, as an organization, seem to be ahead of our time. While reviewing the 1998 programs I was reminded that during our annual meeting we addressed the issue of diversity. I remember that meeting and I remember that some of us really didn't know what to expect when we received the meeting announcement. What followed was a lively session with a diverse panel. Herb Stokes, Sylkia Negron and Sandy Christensen were led by Greg Brewer into one of the most memorable discussions that we have ever had. As we left Medina that day I am sure that we all had a good understanding of diversity.

Board Profile



Betsy Utterback is the Vice President of Business Development for the Relocation and Corporate Services Division of **Countrywide Home Loans**. In her role, Betsy is responsible for sales and account management of corporate and third party relocation accounts, providing mortgage services to both relocating employees and corporate employee wide benefit programs. She has been with Countrywide Home Loans since November 2001.

Prior to her position at Countrywide Home Loans, Betsy was the Relocation Manager at A.T. Kearney, Inc. in Chicago and held many different positions over several years with a major third party relocation company.

Betsy holds a Master's Degree in Management and Organizational Behavior as well as her CRP Certification. She is involved in various regional relocation groups serving on committees as well as serving as a board member and Chair of the Charitable Causes Committee for CRC.

Betsy and her husband Mike live in Aurora, IL with their two children Annie and Christopher. In her free time, Betsy enjoys playing tennis and being with her family.

What's New With Your Fellow CRC Members

Lynn Menzie of Morreale Real Estate Services, Inc. has earned her GMS (Global Mobility Specialist) certification from the Employee Relocation Council, along with CRC Board Members **Barb Springer** and **Lisa Burnett**. **Moving Station LLC**, Chicago, IL has announced the launch of **Promisor Relocation**,TM www.promisorrelocation.com, an expansion of its corporate services with a new name and targeted mission. The expanded division features a four point pledge, including an industry first Transparent Pricing Pledge. Promisor Relocation, Chicago, IL, has named **Maureen Longoria** Vice President of Sales.

CRP Review - April 27th

Once again the Corporate Relocation Council is having their annual CRP review course. This course has historically proven to be an exceptional educational event for those that are taking the CRP exam and at a great value as well. This year will be no different. It is being held at Cantigny Golf Course 27W270 Mack Road, Wheaton IL, on April 27. Plan the whole day as registration begins at 8:00a.m. and the class concludes with Q&A at 4:15p.m. Featured Educators include: Janet Schaefer V.P. Client Services, CRP SIRVA Relocation; Barbara Springer CRP GMS CMS – V.P. Relocation and Business Development Koenig & Strey GMAC; Don Martin SCRP– CFO Martin Appraisals; Jack Clarke SCRP– Director of Relocation FMC Technologies, Hank Roth – Senior Counsel SIRVA Relocation. Go to crchicago.org for registration information or direct any questions to Sandy Welbourn at crchicago@comcast.net

How Are Relocation Services Bought and Sold - June 15

Every aspect of the process will be discussed including RFP's, HRO's, procurement, Service Level Agreements, and much more. The meeting will be at the River Forest Country Club in

Elmhurst IL from 2 PM—7 PM (meeting and reception).
Registration information will be available shortly.

Upcoming Must Read Events

12th Annual Midwest Regional ERC Conference Sunday April 2, 2006—Tuesday, April 4, 2006

St. Louis Airport Marriott
Phone: 877-264-8771

The 12th Annual Midwest Regional ERC Conference is going to be the regional conference of the year to attend. We have designed innovative and controversial sessions that address issues that are having a major impact on the relocation industry. This is your opportunity to gain valuable insight and knowledge in the ever changing world of relocation. The Midwest Regional ERC Conference is committed to providing outstanding educational and networking opportunities for professionals in the relocation industry. We have gathered the industry's foremost leaders to share their experience and expertise. It is your chance to bring creative and innovative ideas and even cost effective policy changes back to your company. Register at midwesterc.org/register

Your very own CRC members have been working on the Midwest ERC program planning committee...they are: Susan Bender, NRI Relocation; Desiree Hickman, AON; Kim Pope, Hospira; Cathleen Podell, Washington Mutual.

Dr. Know It All

This column will feature questions around the industry and answers to the most water cooler relocation topics. Please submit questions to crchicago@comcast.net

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Dr Kia,

I'm glad you still show up every quarter as your column is always informative, but I haven't seen anything yet from a Corporate Member so hopefully you'll take a question from me. I have been to only 1 CRC function and was pleased with the information I learned from the panel of experts. I hope to go to more events as the program I manage will probably benefit from my attendance. My company provides a real nice relocation package to all relocating employees and new hires. Although I've heard that many programs have a tiered policy, mine does not...I thought it made it easier to manage (not messing with tiers) but I often find that I have to approve or decline exceptions all the time. Should I consider a tiered policy to eliminate all the exceptions that I make because the decision is usually based on seniority and title?

Sincerely,



To Tier or Not to Tier

Dear Tier It Up,

Although further analysis into your program could elicit a more thorough response to your question, I'll give you my opinion based on a few assumptions. First of all, I don't think it will require any extra work on your part to make the change. Given you probably use a 3rd party company, have double digit moves on an annual basis, and exceptions seem to be based on who's who, it's probably a good idea to "tier it up". You probably could use some help dissecting your program to come up with the most applicable tiers and benefits for your specific situations. I would start with your 3rd party company as they should be able to look at your relocations and exceptions from a historical perspective and create draft policies for you to review based on that. Another option would be to talk to other CRC corporate members about their program and their ideas related to your needs at the next CRC meeting. You'll find that some of the best CRC learning experiences come from side conversations and discussions.

Yours truly,

Dr. KIA

REBUILDING TOGETHER

Three years ago, the Charitable Causes Committee selected Rebuilding Together as the charity CRC would support. Rebuilding Together is a national organization with community based programs dedicated to helping low income, elderly and disabled homeowners live in warmth, safety and independence. The charity supports the committee's mission – "...committed to raising funds for an organization that supports housing related programs in our community and also to encourage and promote volunteerism within the CRC community".

One day a year, Rebuilding Together brings skilled and unskilled volunteers together to provide home repairs for those who are physically or financially unable to maintain their homes. This day, Rebuilding Together Day, will be held on May 6th from 8 a.m to approximately 4 or 5 p.m. in the Northwest suburbs at a home or homes soon to be determined. Details about the home/s will be forwarded at a later date. Due to our healthy donation, CRC will be a major financial sponsor, with money enough to sponsor 3 or 4 homes. We would like to invite and encourage all members to offer their help for all or part of the day. **If you are interested in participating on May 6th**, please email Betsy Utterback at betsy_utterback@countrywide.com. No experience is necessary, just a pair of helping hands! SEE YOU THERE!

US IMMIGRATION UPDATE

By Michael F. Turansick, Esq., Fragomen, Del Rey, Bernsen & Loewy, LLP

TSA Outlines Forthcoming Registered Traveler Program

On January 20, 2006, the Transportation Security Agency (TSA) issued a press release outlining several facets of the Registered Traveler (RT) program, including the collection of biometrics and the redress process for applicants denied dedicated lines at airports to accelerate the screening process for certain

travelers. Please note that enrollment for the program is not yet open and eligibility will initially be limited to U.S. citizens, U.S. nationals, and legal permanent residents (LPRs). The TSA has tentatively set June 20, 2006 as the date by which the program would officially begin.

To participate in the program, travelers undergo a security threat assessment (individual background checks) and provide TSA with basic biographic information and biometrics, such as fingerprints and iris scans. If eligible, every traveler that participates in the program will be provided with a Smart Card that must be scanned at the airport. The individual will be allowed to use designated security lines at participating airports as well as receive additional screening benefits. Please note that airports are not required to take part in RT and each will decide whether it wishes to participate. In addition, no user fee has been determined for traveler participation in the program.

DOS Begins Issuing Electronic Passports

The Department of State (DOS) recently announced that it has begun limited production of electronic passports or "e-passports." An e-passport is similar to a traditional passport, with the addition of an integrated chip embedded in the back cover to store information. This move is being made in conjunction with an initiative that will require all Visa Waiver Program (VWP) participating countries to issue e-passports by October 26, 2006. Please note that previously issued passports may continue to be used for travel until they expire.

An e-passport is similar to a traditional passport with the addition of a small, integrated chip embedded in the back cover. The chip stores the information displayed on the data page of the passport, a biometric identifier in the form of a digital image of the passport photograph, a unique chip identification number and a digital signature to protect the stored data from tampering. Please note that the new e-passports cannot be amended. Any change (i.e. change of name, extension of limited passport) will require applying for a new passport. Within the first year of issuance, the new passport will be issued without additional payment of the passport fee. After one year, the fee will be assessed.

DHS Report Critical Of L-1 Intracompany Visa Program

In January 2006, the Department of Homeland Security's Office of Inspector General (IG) released a report entitled: Review on Vulnerabilities And Potential Abuses of the L-1 Intracompany Visa Program. The main concerns raised by the IG include: lack of proof that the foreign worker will be used in a managerial capacity, lack of specificity of the term "specialized knowledge," lack of ability for adjudicators to verify overseas information, and lack of established links between some foreign businesses and their US offices.

While the IG report suggested that these perceived issues create the potential for abuse in both the L-1A and L-1B categories, no specific evidence of abuse was provided. Although it is too soon to determine the actual impact of this report on the primary visa used for international assignments to the U.S., it is possible that it could lead to increased scrutiny of L-1 visa petitions and, more significantly, renewed Congressional efforts to restrict