



L A R M

LARM Group presentation for



KATOEN NATIE

2025



Who We Are



We are Latin
American
Relocation
Management
or LARM

For over two
decades, we
have been the
first choice for
thousands of
clients looking
to relocate



Our Presence

-  Argentina
-  Belize
-  Bolivia
-  Brazil
-  Cayman Islands
-  Chile
-  Colombia
-  Costa Rica
-  Dominican Republic
-  Ecuador
-  El Salvador
-  Guatemala
-  Guyana

-  Haiti
-  Honduras
-  Jamaica
-  Mexico
-  Nicaragua
-  Panama
-  Paraguay
-  Puerto Rico
-  Trinidad & Tobago
-  Uruguay
-  USA
-  Venezuela



Our Footprint



LARM has the unique advantage of being a group comprised of the regions' leading household goods moving companies.

This gives us an edge as a truly powerhouse in **mobility services**, and **corporate services** by ensuring our combined resources committed..

LARM's Values & Success Factors

Values

- Service Excellence
- Resourcefulness
- Commitment
- Collaboration

Success Factors

- Tangibility
- Reliability
- Responsiveness
- Empathy

LARM's Differentiators



Infrastructure



Area of
Coverage



Focus on quality &
quality assurance
process owner



Standardized
process across
the region



Group Moves and
customized
Client's
implementations



Funds
management



US centralized
reporting, billing
and invoicing
capabilities



Investment in
technology



Fast
turnaround



Cost saving
initiatives



Over 93%
Customer
Satisfaction



Constantly
working on
certifications

Our People



Our People

12K + Moves per year

250+ Fleet of Trucks

400k Of total square footage in Warehouse

50k Average square footage per Warehouse

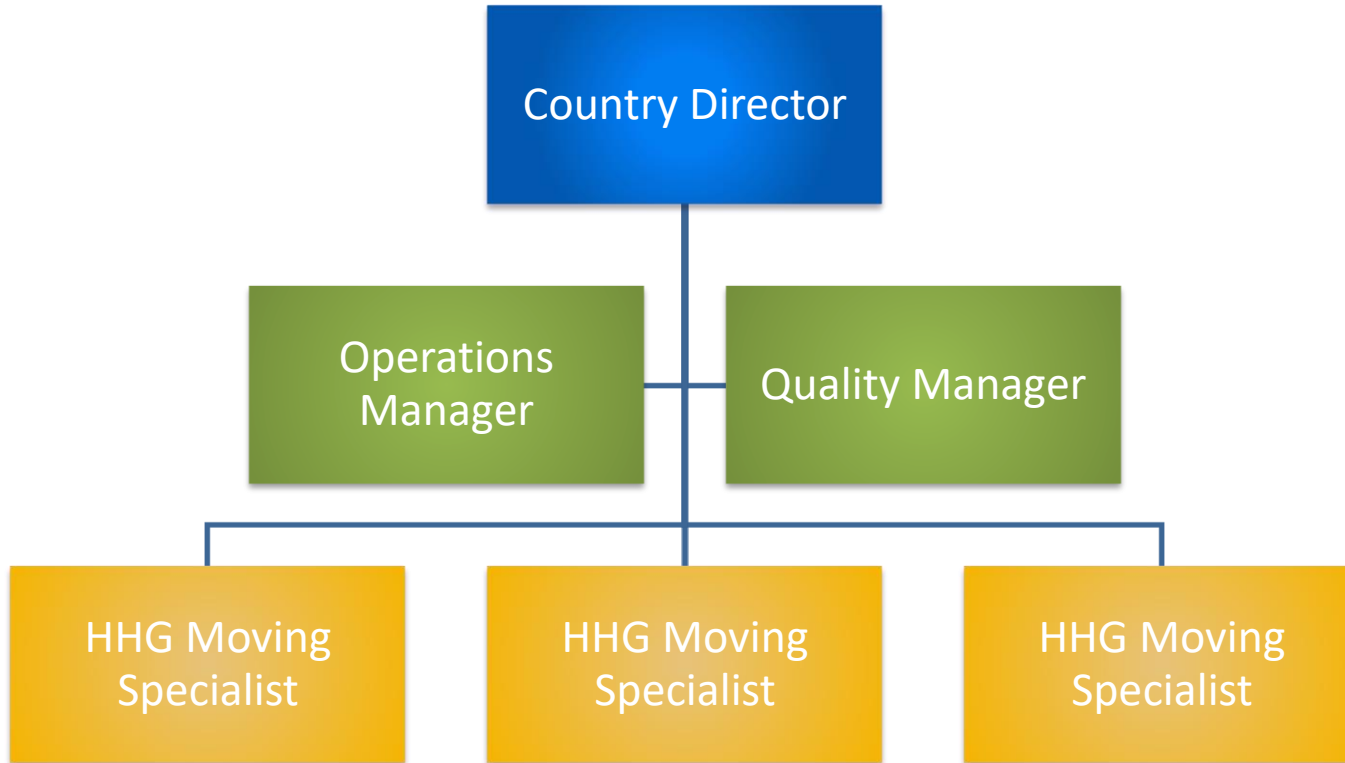
500+ Administrative personnel

600+ Packing personnel



Ability to scale operations during peak season

Local Office Structure



Door to Door Move - Step by Step



⚠️ In these points Larm provides an update with the confirmation/progress of the shipment



Benefits of using our network



Host location



One contact point
for the origin and
destination
services



Easy
communication



Accountable
from start to
finish

Escalation Road Map



Quality Assurance Process

- Our Quality Assurance department is notified and CIAR (Continuous Improvement Analysis Request) is immediately opened upon each issue. This then gets assigned a manager to look over the issues and:
 - Determine the severity of the issue, if it is low severity it is recorded for trending purposes.
 - Immediate Correction is applied to eliminate and solve the issue.
 - If the same low severity reoccurs more than 3 times within a 1-year period, it becomes a high severity issue and it a Root Cause Analysis is required.
 - All high severity occurrences will demand a Root Cause Analysis. In the root cause analysis it is determined a corrective action to eliminate the cause and a preventive action in order to prevent the occurrences from repeating again.
 - Once the Root cause Analysis has been completed service disposition must be determined: Continuous Improvement Opportunity, Rework, Accept as is (with customer's approval)
 - Finally all Root Cause Analysis must be approved the manager of the area as well as top management

Insurance Claim Handling Model

- **For claims under USD150:** Reimbursement directly to the customer by LARM.
- **Claim Ratio:** 8.5% to 9.2% during the last five years
- **Average Claim Range:** USD\$310 to USD\$450 during the last five years.
- **Average Settlement Period:** 45 days (most claims are done in 30 days)



Customs guidance

- We make the logistical process and assist you navigating the whole Customs process, while complying with local laws and regulations
- Needs analysis, Study the case to help mitigate potential problems
- Setting the right expectations
- Human touch and approach
- Efficient cost savings



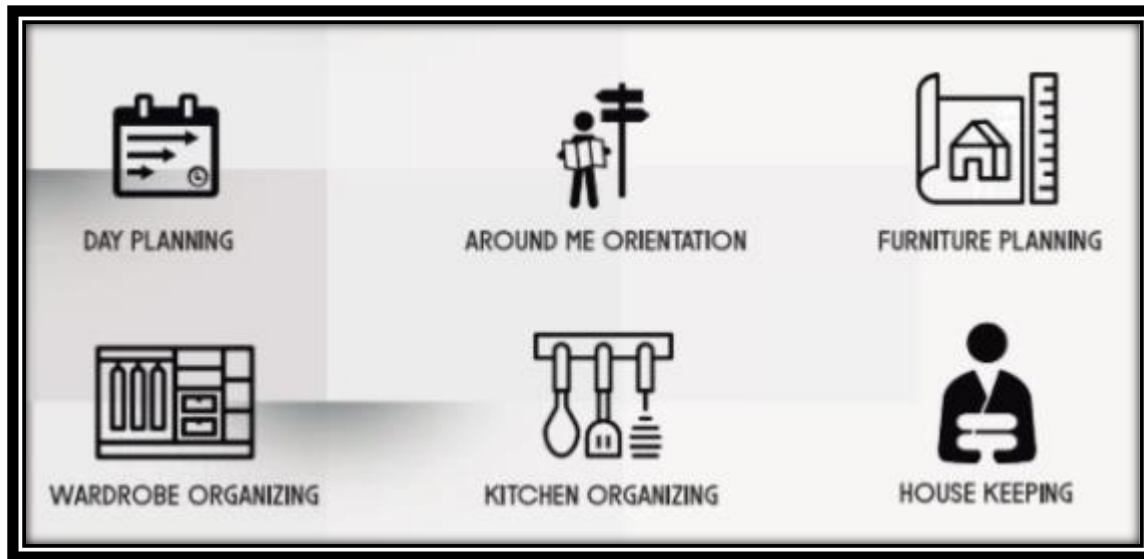
White Glove Service

We have a special White Glove (VIP) Service that consists in the following:

- *Assisting the Transferee with a Home Planner which will advise and guide you on how to setup your goods*
- *Assisting the Transferee with a maid service, including deep cleaning service*
- *Help unpacking clothing and kitchen items as well as organizing them*
- *Management personally Stops by to verify and monitor the Service*
- *Usually a one (1) full day service*



White Glove Service



Here's some feedback received by a VIP assignee assisted in Argentina:

"Hello, good evening, we are thrilled with the service, the moving team was super caring, hard workers, the ladies also phenomenal, they helped my wife accommodate and organize everything and it came out very well. I congratulate you for this service, Truly, the best we've ever experienced" **VIP Client**

Technology and Reporting

Centralized System

- One single platform source with flexibility to customize client's requirements
- Web enabled and secure
- File status
- Cost savings and trends tracking
- Real time data
- Online reporting

Website

- Web portal with useful country information (*Login required*)
- Menu driven services
- User friendly
- Client account is provided access upon contracting services
- GDPR Compliant

COVID-19

- Cleaning kit for all packers
- Enhanced cleaning in our trucks
- Training and information about Social Distancing
- Resource information about essentials (food and medicine) for delivery and pickup
- Phone support and translation with regards to COVID-19
- Providing free counseling such as Social Media Live events with professionals (ongoing right now)



Thank You!

Gracias!

Obrigado!

www.larmgroup.com