



#MyVoice Relocation Theme Day: Key Themes

Many issues with the ReloCard

- Families report: long delays to receive card and have it loaded; many surcharges; the card not working; huge out-of-pocket expenses; +++ stress, frustration.

BGRS: Require less arbitrary and more personal treatment

- Families noted many arbitrary decisions on HHT claims, lack of live Brookfield Global Relocation Services (BGRS) agents and too many “canned responses” versus personal treatment

TPSPs: More education needed on and for Third-Party Service Providers

- Families report that many TPSPs are unfamiliar with relocation process/policy changes and that pre-approved lists must be more frequently updated