

ANNUAL
REPORT



2020

CEO Message



2020 was an unprecedented and unpredictable year for the entire world and, especially, the relocation industry in particular. Everyone felt the impact – either from the virus itself or because of the lockdown and disruption of what we know as “normal”. Nothing could have prepared us for this scenario, but we at Intermark coped.

First and foremost, Intermark employees started to work remotely from March 2020. We realized, that the “locked down” forced our team to be physically separated from their loved ones, friends, workplace and favorite places. Consequently, we had to adapt to a digital way of doing business.

All our meetings take place directly on Zoom, which helps us to maintain not only the corporate spirit. This further creates a positive atmosphere for employees, who are unable to meet and communicate with each other.

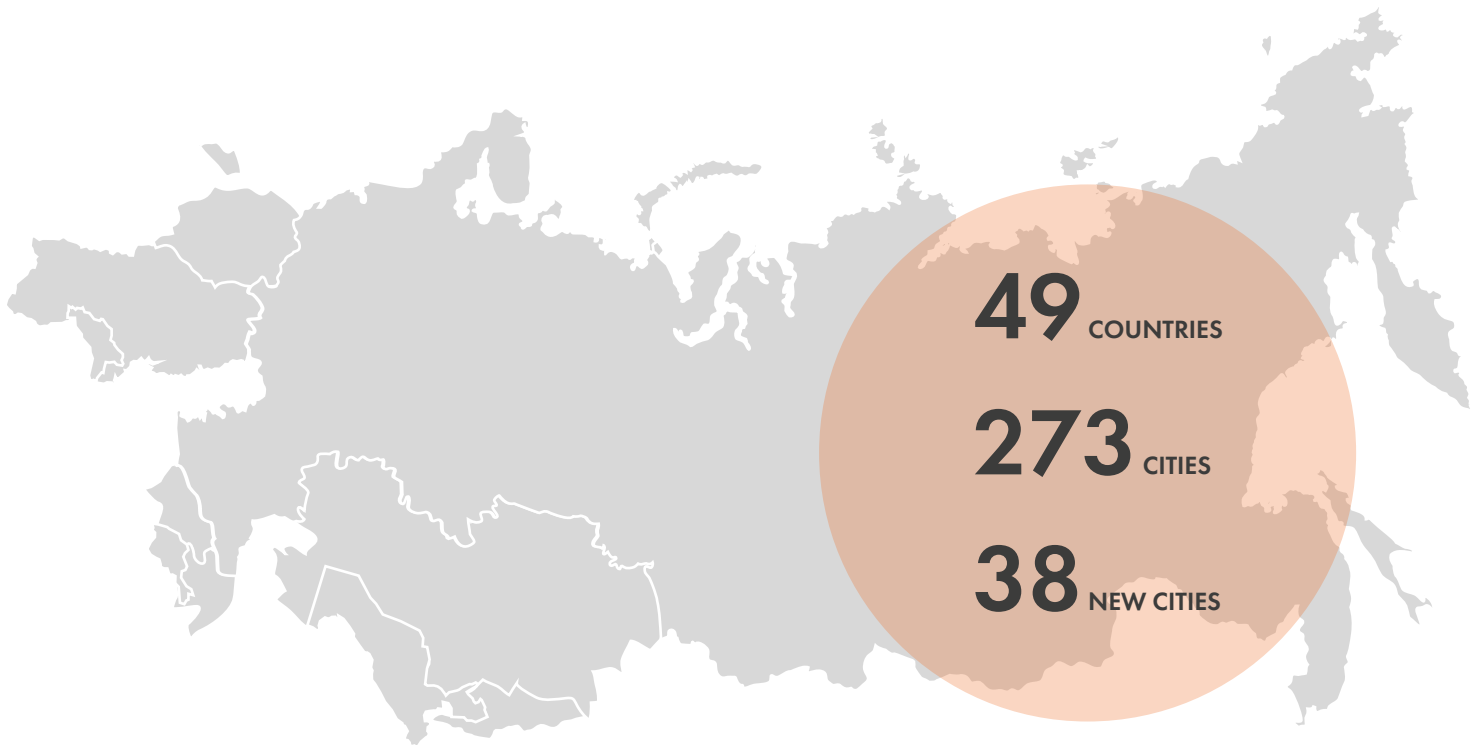
Of course, another salient issue for us was to support our clients in this challenging time. We’ve stayed in constant touch with our clients by phone and email. Our team provided a full scope of home finding services, using video and online presentations of properties, immigration and moving services, language support, remote lease negotiations or renewals and free 24/7 hotline assistance.

Experience has shown that in this chaotic and unpredictable period, clients need stability, more options and trust in their safety. Therefore, we have developed several measures and services, which has helped our clients to cope with difficulties of self-isolation during the quarantine.

After a year of lockdown, we would like to say that we have done our best to support our team and our clients. We have tried to mitigate the impact of 2020 on our employees as much as possible and make the lives of our clients easier and comfortable.

We believe that very soon the epidemiological situation will improve, the borders open and we once again be able to work safely and meet each other.

Key figures 2020



420
FAMILIES

were relocated and found new homes

1 600
IMMIGRATION FILES

were successfully completed

222
REMOVALS

were carried out

436

LEASE AGREEMENTS

were renewed

23

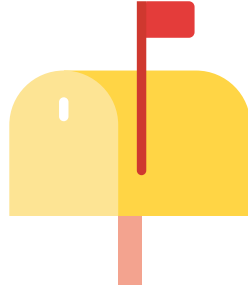
CHILDREN

entered international schools in Moscow

6

NEW SERVICES

were developed



To get the full version, please,
send us a request to relo@intermarkrelocation.ru

IMMIGRATION

- Work Permit
- Visa Support (all types)
- Residence Permits
- Migration Registration & Notifications
- Legalization & Duplicates' Procurement
- Immigration Due Diligence

RELOCATION

- Temporary Housing
- Orientation & Home-finding
- Legal Due Diligence
- Settling in & 24/7 Help-Desk
- Departure Support
- Spousal Support & Coaching

MOVING

- International Moving
- Domestic Moving
- Transportations of Antiques
- Office Moving
- Vehicle Moving
- Stock and Storage