

## COVID-19 FREQUENTLY ASKED QUESTIONS

Moving can be one of the most stress-inducing life events a person undertakes. That's why Assisted Living Movers (ALM) has worked to alter our business practices to ensure that whether your move is small with just a few household items, large with multiple family members and belongings, or a short or long-distance move, the safety and wellbeing of our customers, employees, crew members and vendors comes first and that every move runs as smoothly as possible.

Below, find answers to some of our most frequently asked questions.

1. Is ALM operating during COVID-19?

Yes. As transportation has been deemed an essential business during the coronavirus pandemic, ALM has been able to continue operations. To request for a quote, please call us directly at 213 - 418 -1800 or you may send us an email at [customercare@alm4mom.com](mailto:customercare@alm4mom.com)

2. What Precautions is ALM taking to prevent the spread of COVID-19?

In addition to our movers utilizing the masks during a move to protect our customers, we have also increased sanitation measures and implemented strict social distancing guidelines for our crews. Additionally, ALM has allowed our in-office employees to work remotely from home or hold limited operating hours.

3. Are Trucks and Other Equipment Sanitized Between Moves?

Yes.

4. Does Someone Have to Come into My Home To Provide A Moving Quote?

No. ALM offers virtual estimate for no-contact moving quotes, this is currently the best option available to protect both customers and employees.

5. What No-Contact Options are Available to Me During My Move?

In addition to the virtual estimate option for no-contact moving quotes, we are also utilizing other tools like electronic documents and other e-methods to obtain signatures, payments and more.

6. Are ALM movers fully vaccinated?

Yes. All our movers are fully vaccinated.