



Referral Program

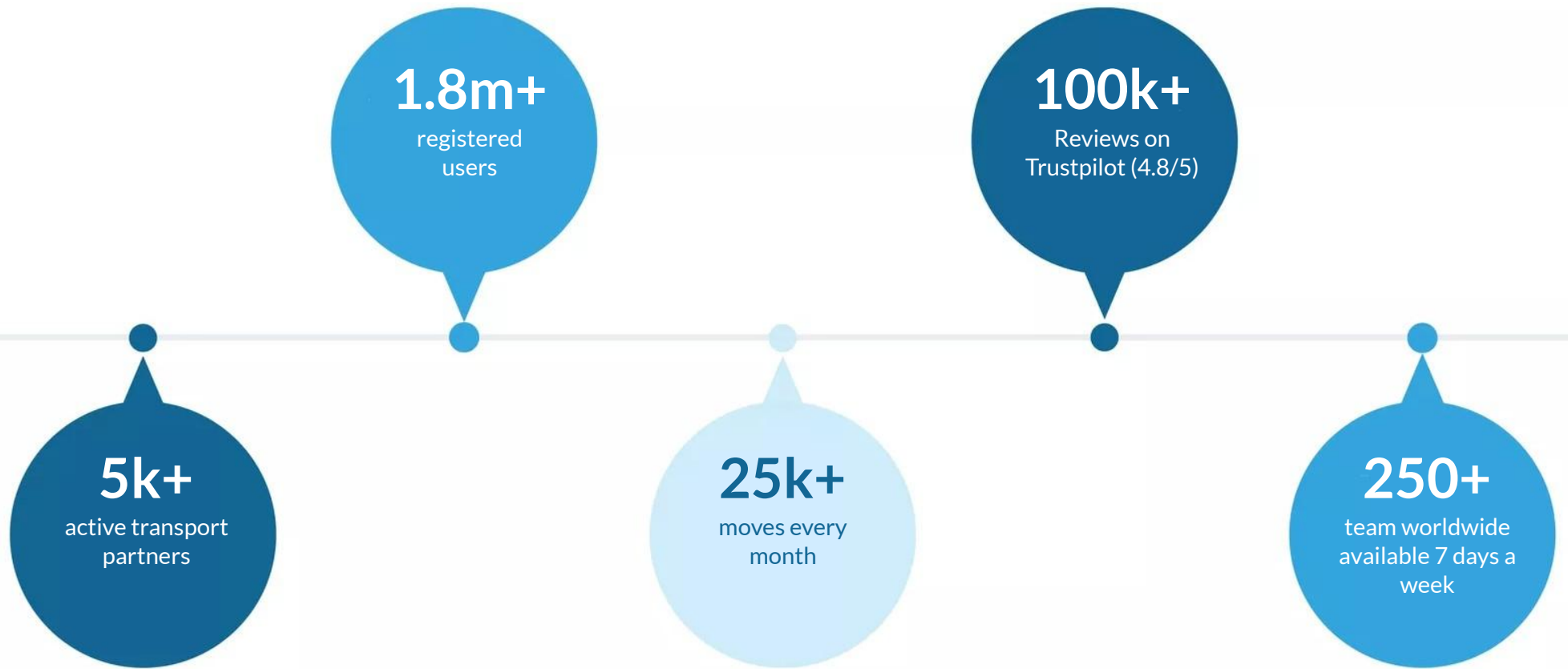
Referral program for businesses to share removal, storage
and transportation leads from the UK & Europe



INTRODUCTION

AnyVan's quick numbers

Providing solutions to customers and businesses for over a decade, AnyVan facilitates the seamless movement, delivery and storage of goods throughout the UK and Europe **with technology at the forefront**, so far amassing:



INTRODUCTION

Services AnyVan offer

AnyVan offers a wide range of services across the UK, from full removal services through to containerised storage and man & van services. Any one requiring these services can benefit from the AnyVan offering; and anyone referring these types of customer to AnyVan can benefit from the AnyVan Referral Program.

Removal & Packing Service



A full removal service, completely nationwide, can be arranged online or with one of our specialised moving reps. Packing & dismantling services available upon request, offering an all inclusive and instantly bookable price

Containerised Storage Service



Containerised storage with storage-by-the-box available. With over 40 sites nationwide, storage can be arranged at a location suiting the customer for either long or short term needs.

Man & Van Services



Man and van services are available with instant prices, with sameday and next day services also available. From a single item to a small move, AnyVan have experience in all manner of man & van transport.

HOW WE WORK

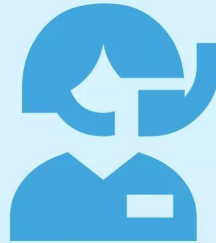
Various options for working with us

Referrals can be made to AnyVan in a variety of ways, ensuring flexibility to suit our partner's customer journey and operational capability. While bespoke arrangements are also offered, all programs are run under these three models:



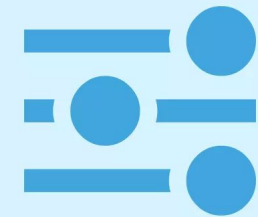
1 Digital referral program

Leads can be sent to a cobranded landing page with various integrations available, using cookie-tracking to attribute the referral correctly.



2 Agent referral program

Leads can be sent to our team of removal experts via an integrated form and contacted via phone and email, nurturing the customer through the removals process.



3 API integration

Leads can be shared with AnyVan via API, integrating more seamlessly into the customer's digital journey with the ability to white-label aspect of the flow.

ANYVAN'S OFFERING

Covering the whole of the UK



AnyVan's fully nationwide offering comes with a host of customer focussed features:



Tracking

Live driver tracking



Time Slots

Exact advanced time slots



POC/PODs

Signed collection & delivery



7 Day Support

On-the-day support team



Condition report

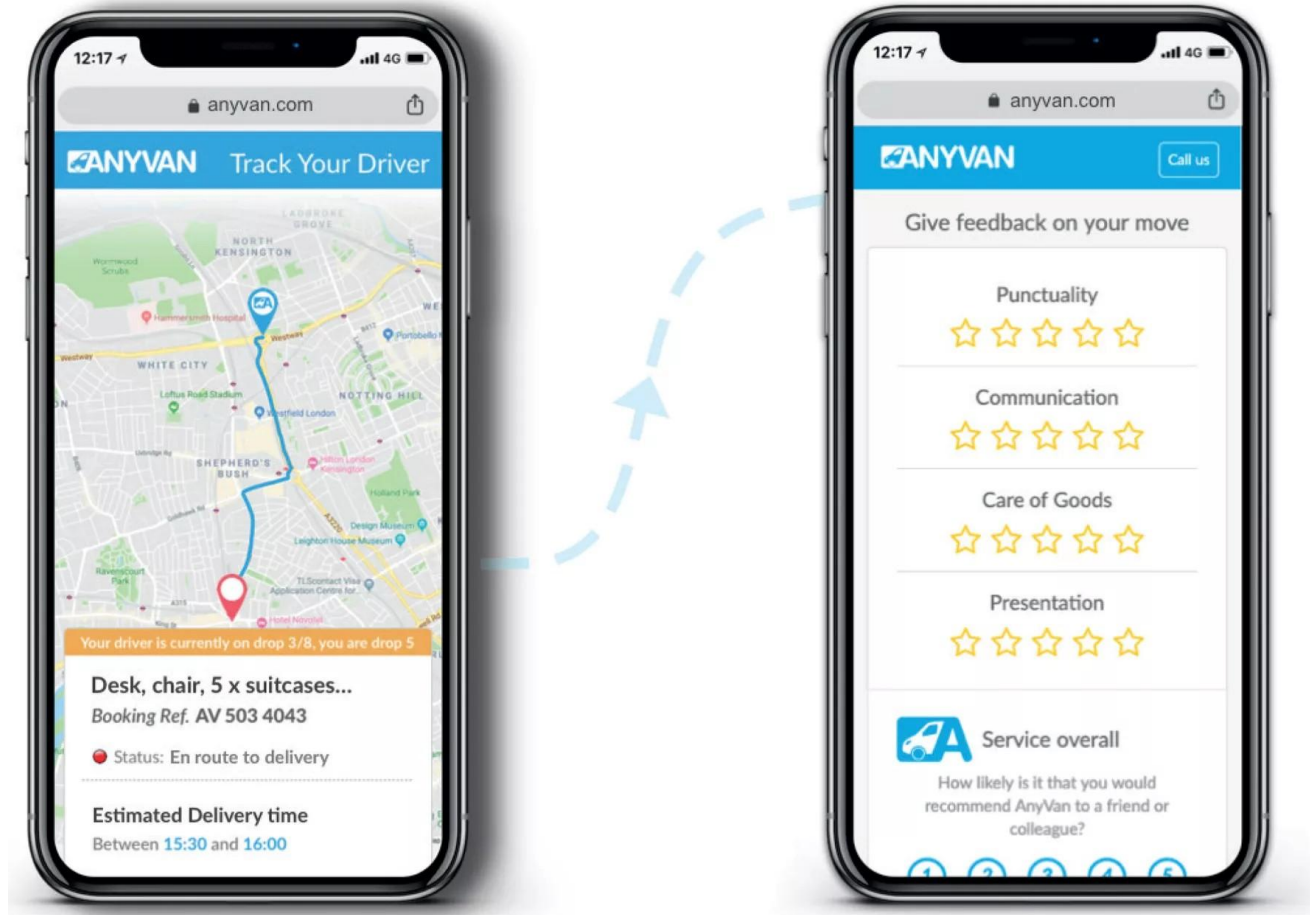
Photos at collection & delivery



CUSTOMER EXPERIENCE

Every move tracked and rated

With both live tracking & ratings, the whole experience is closely monitored; ensuring the highest quality is maintained in every delivery.



AnyVan TrustPilot

AnyVan have amassed over 100k reviews on the reputable review site TrustPilot

Excellent

Reviews 4.8/5 (100,000+)



(October 2021)

AnyVan Driver Ratings

Post-completion, a customer is asked to rate their driver on metrics including appearance, care of goods, punctuality and communication



4.78/5

(September 2021)



Reporting

This data is made readily accessible to businesses in weekly & monthly reports




REMOVAL OFFERING

Home removal options

After providing a move inventory on the previous online step, customers can choose between the two service packages below:








Standard Removal Service

Includes:

-  Two men to load & move ✓
-  Basic Compensation Cover ✓
-  Free 48hr cancellation ✓






Premium Removal 'Pack & Move' Service

Includes:

-  Two men to pack, load & move ✓
-  Insurance up to £5000 ✓
-  Free 48hr cancellation ✓
-  Up to 2hrs waiting time ✓
-  Dismantling & Assembly ✓
-  Full Packing Service ✓
-  All Packaging Materials ✓

How it can benefit you

AnyVan's referral program has a suite of benefits for referrers:

-  Additional line of revenue
-  High quality service from your recommendation
-  Digital journey allowing for seamless referral
-  Flexible ways of referring, ensuring the journey suits your users
-  High value revenue share from minimal effort or qualification

REMOVAL OFFERING

Average removal costs

While an intentional price differential exists between both packages, removals themselves vary dramatically from household to household. In addition to property size, moves vary in complexity, amount of goods and distance.



Removal prices

Illustrated adjacent in a candlestick plot are removal prices for five different property types.

The box represents the majority of samples. Though can vary outside of these ranges based on job specificity

The lines at the top and bottom of each property type show where 90% of the sample falls.

AnyVan takes on average a 30% margin from removal TTV, with this revenue being shared with referrers.

RESPONSIBILITY

Cover, insurance and social responsibility

All moves are covered under a compensation cover with insurance available, while also ensuring an eligible and fully covered Partner network.



Comprehensive Insurance

AnyVan offers Comprehensive Insurance from **Zurich PLC**, covering for loss or damage to items, priced bespoke based on the item/s value.



Environmental Responsibility

AnyVan concentrates on lowering its negative impact on the environment, both through internal culture and external emission lowering strategies.



Social Responsibility

AnyVan has its own **Modern Slavery Statement** and puts dedicated resource into ensuring drivers are fairly paid and well represented in all aspects of the company.



AnyVan offset every single mile travelled - in partnership with the World Land Trust - neutralising all of our carbon emissions through investment into deforestation and sustainable environmental projects.

AnyVan is committed to having a positive impact on it's environment and on the logistics industry as a whole; with its core model of consolidating existing routes fundamentally driven by an appreciation of the challenges faced in preserving our fragile environment.



ANYVAN
Move Anything. Anywhere.

ANYVAN

[Date] AnyVan Ltd is registered in England and Wales | Registered Address: 5th Floor, The Triangle, 5-17 Hammersmith Grove, London, W6 0LG | Company number: 06837274