



# Domestic Mobility FAQs

## Introductory FAQs

**1. If the Relocation Management Company (RMC) manages my move, what is the role of Domestic Mobility?**

The Domestic Mobility team manages the relocation program, the RMC, and all relocation vendors. In addition, the team seeks to continuously improve the program and service delivery while ensuring best practice. While we hold our vendors to the highest standard of service, for significant challenges and concerns, please contact us for further assistance by submitting a request on [K-C & Me](#). Once on the Requests page, select *Benefits* then *Domestic Relocation - US & Canada Inquiry*.

**2. Where can I find a copy of the Relocation Program?**

If you're an existing employee at Kimberly-Clark (K-C), you can find a copy by going to [K-C & Me](#) > *My Career* > *Relocation*. When you're on the *Domestic Relocation* page, select your new position grade and choose the policy that applies to you.

If you're new to K-C, you can find a link to the full copy of your policy within your offer letter. Your Relocation Counselor will also provide you with a copy of the full policy upon authorization.

## Miscellaneous Expense Allowance

**3. Do I need to provide receipts for this allowance?**

No, because the miscellaneous expense allowance is a flat amount, you do not need to provide receipts.

**4. When will I receive the allowance?**

You will receive the payment shortly after your effective date of hire/transfer.

**5. Will I need to return any unused funds?**

The allowance is to cover incidental expenses associated with your relocation. You do not need to return any unused funds.

**6. What if the allowance doesn't cover all of my expenses?**

The allowance is designed to offset, not necessarily cover, miscellaneous and incidental expenses associated with your relocation.

**7. Is the allowance taxable income to me?**

Yes, the allowance is taxable income to you, and will be grossed-up to cover taxes.

## Home Finding and Temporary Living

**8. How does the reimbursement work for Home Finding and Temporary Living?**

If eligible, you'll receive reimbursement of covered expenses for Home Finding and Temporary Living within policy guidelines. Expense reports are completed and receipts are submitted as part of the reimbursement process.



**9. Can my family join me in Temporary Living?**

Temporary Living benefits are provided to support the employee during the transition. Should your family decide to join you, any additional costs (increased accommodations, meals, etc.) incurred as a result will be your responsibility.

**Selling Your Home**

**10. Do I have to list my home?**

Yes, the RMC will help you establish a marketing strategy to bring you the highest value for your home.

**11. Why do I have to list my home at no more than 105% of the average of the two (2) Broker Market Analyses most probable sales price?**

Real Estate studies have consistently shown that a home priced correctly and in good condition will sell in the first 30-45 days. Homes that are overpriced during their initial exposure to the market tend to be on the market much longer and end up with a lower sales price after being in the market for 90+ days.

**12. When should I list my home?**

K-C and the RMC encourage you to list your home as soon as possible in an effort to find a buyer. Many times, a home that is still occupied and recently exposed to the market will bring a higher price.

**Important Note:** Contact your Relocation Counselor prior to speaking to an agent.

**13. What happens if my home has stucco?**

All homes with stucco will be inspected to confirm eligibility for the home sale program. Confirmation of eligibility will be based on the outcome of the inspection and scope of repairs.

**14. Should I spend money improving my home?**

We recommend considering minor cosmetic repairs or improvements while you prepare to put your home on the market. While there are no hard and fast rules, buyers generally react favorably to a freshly painted front door or flowers planted to improve curb appeal. You might consider seeking the advice of your real estate agent and your Relocation Counselor if you have questions about the cost effectiveness of home repairs.

**15. What should I do if I get an offer?**

If you receive any offer from a potential buyer, immediately call your Relocation Counselor to discuss the terms of the offer. Your Relocation Counselor will advise you on how to proceed and will assist you with the negotiations.

**Important Note:** It is essential that you do not accept any money or sign/initial any documents in order to remain eligible for home sale benefits.

**16. If I participate in a company sponsored home sale program, will my real estate agent still be paid?**

Commission will be paid upon the RMC's successful closing of the home with an outside buyer.

**17. When can I receive my equity?**

Once the RMC has received the executed Contract of Sale, executed legal documents, and other information necessary to calculate your equity, it will be made available to you.



**18. I am vacating my house prior to accepting an offer. Can I stop making mortgage and insurance payments? Can I stop maintaining my home?**

You're responsible for your home until your prorate date. The prorate date is the latter of the following: you fully vacating your home or fully executing the contract with the RMC, whichever occurs last. As of the prorate date, you're no longer financially or physically responsible for the home. If you haven't contracted with the RMC, you should continue making mortgage and insurance payments, and should continue maintaining your home (including utilities, lawn, snow removal, pool, repairs, etc.).

**19. I am vacating after I have contracted with the RMC. What should I do about the utilities?**

We recommend keeping the essential utilities on. Essentials include gas, electricity, and water. Other nonessentials, like cable, a phone line, or a security system, can be disconnected. You'll want to check in with your Relocation Counselor about transferring the utility bills as well as other maintenance instructions dependent on the time of year.

**20. How should I handle house keys and garage door openers when I move out?**

We ask that you leave your keys and garage door openers with your listing agent. If you haven't made arrangements by the time you vacate, please contact your Relocation Counselor immediately.

**21. What if I want to rent out my home instead of selling it?**

You're eligible for the relocation benefits, including home sale, for 12 months from your effective date of hire/transfer and they cannot be extended. If you choose to rent your home and do not sell it within the 12 months, the home sale benefit will be considered forfeited and the home is not eligible for future relocations.

## **Moving Household Goods**

**22. Will K-C pay to board my pets while I move?**

We recognize pets are an integral part of our families, but we don't provide additional assistance.

**23. Should I start packing before the movers arrive?**

It's best to leave the packing to the experts. The movers' insurance requires their packing of the goods, so leave it to them. If you'll be personally transporting goods to the new location, those may be self-packed.

**24. What should I do if my things are damaged during the move?**

If you're aware of any damages or missing items upon delivery, make note of these items on the inventory sheet before you sign it and return it to the drivers. Any damaged items must be retained and kept in as-is condition so it will be available for the claims adjuster to view. It's best to contact your Move Coordinator as soon as you are aware of damaged or missing goods for instruction on how to submit a claim. We strongly recommend that you submit your claim as soon as possible, preferably within 45 days of delivery.

**25. Are tips/meals covered for third party vendors such as the movers?**

While this is outside the scope of K-C's policy, many employees find that providing meals onsite helps keep the move progressing. While tips aren't required, they are welcome and customary.



## Expense Reimbursement

### 26. How should I pay for my relocation expenses?

You can pay with cash or your personal credit card and then submit expenses for reimbursement.

**Important Note:** K-C corporate credit cards cannot be used for any relocation related expenses.

### 27. How will I be reimbursed for my relocation expenses?

Your Relocation Counselor will instruct you to submit your relocation expenses via the RMC's online system. The RMC will provide reimbursement in the form of a check or direct deposit (whichever you set up) and typically takes 7-10 business days.

### 28. Why would expenses be denied?

Expenses may not be reimbursed if proper documentation isn't submitted or the expenses are deemed ineligible (i.e. outside the scope of the policy, in excess of policy benefits, personal or business expenses).

## New Home Purchase (Relocating Homeowners Only)

### 29. What is lender's title insurance?

Title insurance is a safeguard against loss arising from hazards and defects already existing in the title. Lender's title insurance protects the bank against mistakes made in a title search and is typically a requirement with mortgage lenders. Costs associated with lender's title insurance are covered when purchasing in your new location.

### 30. Will K-C pay for a mortgage survey?

Yes, K-C will pay for a mortgage survey as required by your lender.

### 31. Are closing costs associated with a second mortgage covered?

K-C provides reimbursement for closing costs associated with your first and primary mortgage only.

### 32. What if I decide to build a home?

Building a home is a personal decision you are welcome to make. Please be sure to review the Home Purchase Closing Costs section of the policy to understand the benefits and potential hidden costs which you may incur as a result of this personal decision. Additional costs may include but are not limited to storage (as a result of construction delays), extended temporary living, and fees associated with construction loans.

## Renters

### 33. Will K-C pay to break my current lease?

Yes, you'll be reimbursed for up to two months' rent for any lease cancellation fees.

### 34. When should I tell my landlord that I am relocating?

Prior to having any discussions with your landlord, talk with your relocation counselor about your anticipated timeline. Additionally, you'll need to be sure you've been in contact with the van lines and they can accommodate your desired schedule. Be aware: summer months and holidays are peak times for the moving industry, and you'll need to book your move 30 days in advance.



**35. Can RMCs set me up with an agent even though I'm a renter?**

Yes, if you're interested in purchasing in the new location, your relocation counselor can pair you with an agent to assist you.

**36. Does K-C offer any discounts if I want to buy a home instead of renting?**

K-C's relocation benefits provide for a lateral transition between origin and destination. If you choose to purchase, no additional benefits are provided. However, K-C does partner with preferred lenders who offer discounted rates to relocating employees. Your relocation counselor can connect you with the lenders upon request.

**37. Will K-C pay for the security deposit or application/administrative fees at my new rental?**

Upfront fees and deposits are not eligible expenses under the K-C policy, as typically these costs are incurred at the onset of the lease but credited back at a later date (i.e. move out/lease termination).

## Taxes

**38. Are relocation expenses taxable income?**

Yes, most relocation expenses are taxable income. For more information, check out the Tax Considerations section of your policy.

**39. Why do I need to change my address in Workday?**

Once you've established permanent residency in your new state, it is important to update your address as soon as you can, to prevent any potential complications with your taxes. You can update your address on Workday by clicking on *Personal Information*. Then, under *Change*, select *Contact Information*. On the *My Contact Information* page, click on *Edit* and update accordingly.

**Important Note:** If you're in a temporary residence at your destination, **you may be taxed in two states** (primary resident state and new work location state) until you've established permanent residency at your new location. It's a good idea to consult your tax accountant for state tax advice, and also make sure to review your W4 tax withholding form. To access this form, log in to the [UKG Pro portal](#) and select *Income Tax* from the main menu.

If you're relocating to AL, AR, AZ, CA, GA, LA, MA, or MO, you'll also need to update your state withholding on the Income Tax page.

**40. How do I report my relocation expenses?**

All eligible relocation expenses will be managed by the RMC and will appear on your W-2 where required for the year the payment was disbursed to you. The RMC will provide a Tax Reporting Summary by January 31 for the prior years' taxable and reportable expenses. For more information, check out the Tax Considerations section of your relocation policy.

**Important Note:** We recommend you keep a copy of all receipts submitted to the RMC, along with all relocation-related receipts, including items for which K-C does not reimburse, for tax filing purposes. Any expenses that aren't reimbursable under K-C's program may still be deductible on your federal tax return. Check with your tax advisor or IRS publications for deductibility.

**If you still have unanswered questions, submit a request on [K-C & Me](#) by selecting *Submit a Request* on the homepage. Once on the requests page, select *Benefits* then *Domestic Relocation - US & Canada Inquiry*.**