

— 2026 —

RELOCATING EMPLOYEE SURVEY
BY TRIPPEL SURVEY & RESEARCH

BUDD

— VAN LINES —



OVER 4,000
CUSTOMER RESPONSES

SETTING THE STANDARD.
DELIVERING WHAT MATTERS MOST.



TOP BLOCK SINCE 2004

CUSTOMER EXPERIENCE

Thirty-second Annual
***Nationwide Relocating Employee Survey*®**
Results for 2026

Prepared by:
Trippel Survey & Research, LLC
July 2026

BACKGROUND INFORMATION

The 32nd annual *Nationwide Relocating Employee Survey* © was conducted throughout a six-month period ending June 30, 2026. The overall purpose of this annual survey is to collect and report objective, unbiased evaluations from transferees (both homeowners and renters) or assignees moving within the USA regarding their level of satisfaction with various relocation service providers servicing 5 mobility categories.

The *Nationwide Relocating Employee Survey*© obtains evaluations from U.S. domestic relocated employees and employees going on domestic US assignments. The data is collected from (a) relocated employees among clients of Trippel Survey & Research, LLC as part of the ongoing survey relationships, and (b) one-time, no-cost employee surveys conducted for corporate relocation managers primarily for the purpose of this annual research.

A standard set of questions is asked of all transferees/assignees regarding satisfaction with each of the suppliers used in the individual's transfer/assignment. The core question is "*Evaluate your overall level of service satisfaction with [supplier's name] performance?*" A ten-point scale is used where 10 is the highest score of satisfaction 1 is the lowest score.

The sampling population does not distinguish between homeowner or renter, permanent transfer versus domestic assignment, the nature of relocation benefits provided to the individual (i.e. full range of benefits versus limited "lump sum only" benefit package) or demographic consideration.

Supplier performance is evaluated using two metrics: average score and net satisfaction. Average satisfaction is a mean score not weighted by sample size. Net satisfaction is a measurement commonly used in qualitative surveys measuring the difference between the two top percentages of 10 or 9 and bottom six percentages of 1 through 6. The range can be +100% (all evaluations are 9 or 10) to -100% (all evaluations are 1 through 6)

Many corporations, as part of an ongoing survey relationship with Trippel Survey & Research LLC, request additional questions of their employees. The responses to those company-specific questions are confidential to those companies and not included in this report. Companies participating in this one-time special survey engagement also provided company-specific questions for which only they receive the responses. This report contains the evaluations to generic questions covering five categories: household goods services, relocation management services, mortgage services, corporate temporary housing services and destination-rental services. These are the services many corporations provide to either domestic US transferees or assignees.

The survey period accumulated opinions from 4655 transferees/assignees representing 56 corporations, federal government entities or non-profit organizations. The total participation rate (surveys) is higher than last year's survey although the number of participating corporations decreased slightly. There is a margin of sampling error in some of the five service categories due to low sample size.

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SURVEY RESULTS – INDUSTRIES’ OVERVIEW

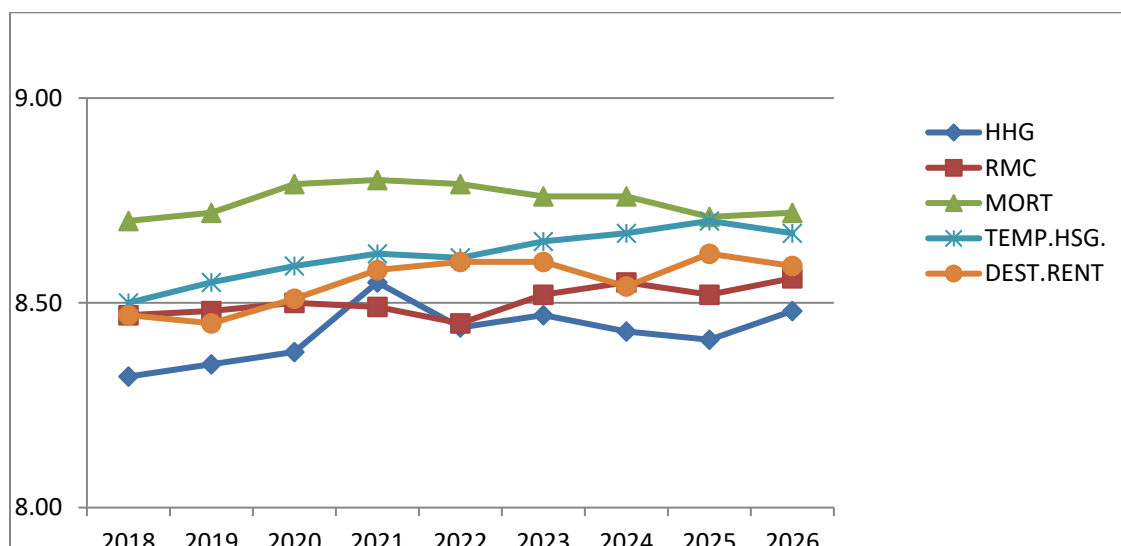
TRANSFeree & ASSIGNEE SATISFACTION

The following chart shows the five surveyed relocation service categories, the number of evaluations received, average score and the percentage of top block, bottom block and the net satisfaction percentage. Note: net satisfaction percentage is rounded to nearest full percentage point.

Industry	Number Evaluations	Average Score	Top Block	Bottom Block	Net Satisfaction
Household Goods	4329	8.48	51%	2%	48%
Relocation Mgmt.	4296	8.56	52%	1%	51%
Mortgage	2241	8.72	61%	1%	60%
Temporary Housing	3314	8.67	58%	1%	57%
Destination & Rental Svc.	1209	8.59	52%	1%	52%

CHANGES IN CUSTOMER SATISFACTION OVER RECENT 8 YEARS

The graph on the next page shows the change in employees’ average score over a 9 year period starting 2018 through 2026. Notice the left X-axis scale shows 9.0 as the upper limit and 8.00 as the lower limit.



A summary of the five relocation category trends show:

- Satisfaction with household goods carriers increased from last year. The category averages this year approaches the 2021 high.
- Customer satisfaction using the services of relocation management companies increased from last year and increased to a nine-year high.
- The customers evaluating the mortgage providers report a small increase in customer satisfaction average score from the 2025 score while the number of surveys submitted increased substantially.
- Customers using corporate temporary housing service providers report an increase in surveys submitted with a slight in satisfaction primarily driven by Peer-to-Peer rental service decline in scores.
- The customers using providers of destination-rental services report a small decrease in satisfaction over last year's survey record high while an increase in surveys were recorded.

Comparing these five industry scores pre-COVID (years 2018, 2019) to post-COVID analysis (2022 and later) shows small incremental improvement in end-user satisfaction in most industries except mortgage services where the average score is the same range as pre-COVID.

Additional trends emerged in this survey:

- In Household Goods customers are reporting an increase in the bigger national brand carriers and less use of "container" type services. Further, the carriers under the Sirva brand earned slightly higher scores than the Unigroup brand or Atlas. The two suppliers earning the highest satisfaction scores are Budd Vann Lines and northAmerican Van Lines.
- In the Relocation Management category use of three largest firms, based on this sampling, realized a increase in customer utilization as did the other four suppliers in the "large sampling" group. The three suppliers earning the highest satisfaction scores are NEI Global Relocation, Weichert Workforce Mobility and Bristol Global Mobility.
- In the Relocation Mortgage category, the number of evaluations recorded in 2026 increased from the prior survey. This trend may be impacted by more home buyers than renters in the sampling.
- Further in the mortgage category the spread between the highest average score and the lowest decreased this year compared to 2025 spread by a considerable margin.
- The number of evaluations recorded for the Temporary Housing sector and Destination & Rental services increased slightly this year compared to last year. Nomad Temporary Housing and National Corporate Housing were top service providers in Temporary Housing. Dwellworks exceed competitors scores in the Destination-Rental service category.

1. HOUSEHOLD GOODS SHIPMENT

Only Household Goods shipment firms with 200 or more evaluations and representing a minimum of five client corporations are shown. HHG carriers with fewer than 200 evaluations or fewer than 5 corporations represented are combined in Other. The top chart of two shows the 6 carriers meeting the minimum sample size requirements, and Other and Container services (ex: PODS). This chart also shows the few dozen “container” service providers, small local carriers and any carriers unidentified by the end-user.

The second chart shows the larger affiliated carriers aligned with the brand they represent.

If a respondent moved furniture using an identified (or unidentified) carrier or via employee pack & haul means (ex: U-Haul, PODS) the evaluation is included.

There is always small amount of error in every statistical analysis. The smaller the sample size the greater the likelihood of lower accuracy. The scores below should be viewed comparatively not in absolute terms.

HHG carriers	< Scores >										Total	Aver.	Top	Bottom	Net
	1	2	3	4	5	6	7	8	9	10	Surveys	Score	Block %	Block %	Satis. %
Allied Worldwide	1				7	4	151	202	188	177	730	8.49	50%	2%	48%
Atlas Van Lines	3				5	2	229	268	189	208	904	8.37	44%	1%	43%
Budd Van Lines					1	3	49	42	121	89	305	8.79	69%	1%	68%
Mayflower Van Lines				1	3	2	52	56	35	87	236	8.59	52%	3%	49%
northAmerican Van Lines					2	2	87	72	153	174	490	8.82	67%	1%	66%
United Van Lines	3				14	7	244	398	286	316	1268	8.47	47%	2%	46%
Other or Uncertain carriers	5				22	16	92	63	84	65	347	7.97	43%	12%	31%
Container services					3		7	22	6	11	49	8.24	35%	6%	29%
HHG Carriers & Containers	12	0	0	1	57	36	911	1123	1062	1127	4329	8.48	51%	2%	48%
SIRVA Brand (NAVL, Allied)					9	6	238	274	341	351	1220	8.62	57%	1%	55%
Unigroup Brand (United, Mayfl.)	3				17	9	296	454	321	403	1504	8.49	48%	2%	46%
Atlas	3				5	2	229	268	189	208	904	8.37	44%	1%	43%

The industry earned an average score of 8.48 from transferees/assignees and net satisfaction of 48%. Both metrics are slightly better than the 2025 survey outcomes.

Among the six listed carriers northAmerican Van Lines earned the highest average score while Budd Van Lines earned the highest net satisfaction percentage.

Among the three largest HHG entities the Sirva brand (including Allied, northAmerican) earned the slightly highest combined, weighted average score and the highest net satisfaction percentage over the Unigroup brand and Atlas.

2. RELOCATION MANAGEMENT COMPANIES (RMC)

The chart below shows evaluations of RMC suppliers segmented by sample size. Large sampling is RMCs evaluated by 200 or more customers and representing a minimum of 5 different corporations. Small sampling is RMCs evaluated by dozens of end-user customers representing fewer than 5 companies regardless of the number of corporations represented. Smaller RMC (and there are many!) with very small sampling are captured in the *All other* row in the Small Sampling section.

End-user evaluations include any domestic transferee or assignee regardless of homeowner and renter status, new hire versus existing employee status and/or relocation benefits packages obtained by their employer. Simply, if a respondent used the services a relocation management company the evaluation is included.

There is always small amount of error in every statistical analysis. The smaller the sample size the greater the likelihood of lower accuracy. The scores below should be viewed comparatively not in absolute terms.

	< Scores >										Total	Aver.	Top	Bottom	Net
	1	2	3	4	5	6	7	8	9	10	Surveys	Score	Block %	Block %	Satis. %
Large sampling															
Altair Global Relocation					1		37	85	52	42	217	8.44	43%	0%	43%
Bristol Global Mobility					1		34	57	54	56	202	8.64	54%	0%	54%
Cartus					3	7	181	236	217	209	853	8.51	50%	1%	49%
NEI Global Relocation							22	90	55	69	236	8.72	53%	0%	53%
Sirva					2	2	181	206	232	188	811	8.51	52%	0%	51%
Weichert Workforce Mobility							49	192	185	128	554	8.71	56%	0%	56%
Large sampling suppliers >	0	0	0	0	7	9	504	866	795	692	2873	8.57	52%	1%	51%
Small sampling															
Aires					1	2	15	64	72	25	179	8.56	54%	2%	53%
Graebel					2	2	24	62	40	39	169	8.50	47%	2%	44%
Plus Relocation							23	53	63	26	165	8.56	54%	0%	54%
RELO Direct					1		28	60	51	39	179	8.55	50%	1%	50%
All Other or unknown	5				8	6	78	251	218	165	731	8.55	52%	3%	50%
Small sampling suppliers >	5	0	0	0	12	10	168	490	444	294	1423	8.54	52%	2%	50%
All R.M.C.s	5	0	0	0	19	19	672	1356	1239	986	4296	8.56	52%	1%	51%

The industry earned an average score of 8.56 and net satisfaction of 51%. Both metrics are slightly higher than the 2025 survey results.

Among the suppliers meeting the large sample size requirements, NEI Global earned the highest average score while Weichert Workforce Mobility earned the best net satisfaction percentage. Bristol Global Mobility followed with very high outcomes in both metrics: third highest average score and second largest net satisfaction percentage.

In the “small sampling” category Aires and Plus Relocation earned the highest metrics by small differences between the 4 suppliers sample grouping.

3. RELOCATION MORTGAGE PROVIDERS

The chart below shows evaluations of relocation mortgage suppliers segmented by sample size. Large sampling is mortgage suppliers evaluated by 200 or more customers. Small sampling are mortgage suppliers evaluated by 199 or fewer end-user customers. Smaller mortgage providers with just a handful of evaluations are captured in the *All other* row.

End-user evaluations include any domestic homeowner transferee, regardless of new hire versus existing employee status and/or relocation benefits packages obtained by their employer. Simply, if a respondent obtained a mortgage for their new location home the evaluation is included. Since most corporations permit home buying transferees to select their own supplier the need for minimum client representation is irrelevant.

There is always small amount of error in every statistical analysis. The smaller the sample size the greater the likelihood of lower accuracy. The scores below should be viewed comparatively not in absolute terms.

	< Scores >										Total	Average	Top	Bottom	Net
	1	2	3	4	5	6	7	8	9	10	Surveys	Score	Block %	Block %	Satis. %
Large sampling															
JP Morgan Chase						2	28	89	118	61	298	8.70	60%	1%	59%
Premia Relocation Mortgage					1		11	73	79	41	205	8.72	59%	0%	58%
Rocket Mortgage					4		35	141	184	151	515	8.85	65%	1%	64%
Sirva Mortgage					1	1	19	54	89	59	223	8.82	66%	1%	65%
U.S. Bankcorp			1				24	55	72	50	202	8.71	60%	0%	60%
Weichert Financial						1	17	73	62	49	202	8.70	55%	0%	54%
Large sampling suppliers >	0	0	1	0	6	4	134	485	604	411	1645	8.77	62%	1%	61%
Small sampling															
Huntington Bank					2		9	21	40	24	96	8.76	67%	2%	65%
loanDepot						1	9	15	14	9	48	8.44	48%	2%	46%
PNC					1	2	16	41	43	37	140	8.67	57%	2%	55%
Rate Mortgage	1				1		8	34	52	21	117	8.65	62%	2%	61%
Others not listed above	6				3	5	22	44	57	58	195	8.46	59%	7%	52%
Small sampling suppliers >	7	0	0	0	7	8	64	155	206	149	596	8.59	60%	4%	56%
All suppliers >	7	0	1	0	13	12	198	640	810	560	2241	8.72	61%	1%	60%

Evaluations in the relocation mortgage category are practically the same last year. Average score is 8.72 while net satisfaction percentage is 60%.

Among the listed 6 suppliers in the large sampling segment Rocket Mortgage earned the highest average score while Sirva Mortgage earned the highest net satisfaction.

In the small sampling segment Huntington Bank earned the highest pair of metrics.

4. CORPORATE TEMPORARY HOUSING SERVICES

The chart below shows evaluations of corporate temporary housing suppliers segmented by sample size. Large sampling is temporary housing service firms evaluated by 200 or more customers and representing a minimum of 5 different corporations. Small sampling is temporary housing service firms evaluated 199 or fewer end-user customers representing and/or fewer than 5 companies. Smaller temp housing providers, with just a handful of evaluations, are captured in the *All other* row.

End-user evaluations include any customer using the services of a temporary housing provider, regardless of homeowner or renter, new hire versus existing employee and/or relocation benefits packages obtained by their employer. Simply, if a respondent obtained stays in a temporary facility in their new location the evaluation is included.

“Peer-to-Peer rentals,” (including such firms as VRBO, Airbnb and Vacasa), generated the second highest number of customers in this survey following National Corporate Housing. Global housing and hospitality brands, such as Hilton and Marriot, are reported in the “small sampling” category due to the broad array of brands in each.

There is always small amount of error in every statistical analysis. The smaller the sample size the greater the likelihood of lower accuracy.

< Scores >											Total	Aver.	Top	Bottom	Net
	1	2	3	4	5	6	7	8	9	10	Surveys	Score	Block %	Block %	Satis. %
Large sampling															
National Corporate Hsg.						1	14	181	209	138	543	8.86	64%	0%	64%
Nomad Temporary Hsg.					1		18	87	91	96	293	8.89	64%	0%	63%
ReloQuest					2		26	58	81	57	224	8.73	62%	1%	61%
Sirva Corporate Hsg.	1						20	59	71	60	211	8.78	62%	0%	62%
SuiteAmerica					2	2	26	62	96	52	240	8.68	62%	2%	60%
Weichert Corporate Hsg.					1	1	20	78	98	73	271	8.81	63%	1%	62%
Peer-to-Peer furnished rentals	3				2	2	74	151	116	112	460	8.51	50%	2%	48%
Large sampling suppliers >	4	0	0	0	8	6	198	676	762	588	2242	8.75	60%	1%	59%
Small sampling															
Ascott Brand	1				1	1	22	38	18	17	98	8.18	36%	3%	33%
Churchhill Living					2	1	29	20	43	7	102	8.20	49%	3%	46%
Dwellworks					1		8	63	79	41	192	8.78	63%	1%	62%
Extended Stay America						1	9	40	52	29	131	8.76	62%	1%	61%
Hilton Brand				1	1	1	25	53	62	41	184	8.60	56%	2%	54%
Marriott brand					1	1	33	61	55	47	198	8.56	52%	1%	51%
All other or Unknown				1	2	5	29	59	49	22	167	8.26	43%	5%	38%
Small sampling suppliers >	1	0	0	2	8	10	155	334	358	204	1072	8.51	52%	2%	50%
All suppliers >	5	0	0	2	16	16	353	1010	1120	792	3314	8.67	58%	1%	57%

The average score this year is 8.67 for the corporate temporary housing category with a net satisfaction percentage of 57%. Both metrics are slightly lower than the 2025 survey.

Among the listed suppliers in the large sampling segment Nomad Temporary Housing earned the highest average. National Corporate Housing achieved the highest net satisfaction percentage.

5. DESTINATION - RENTAL SERVICES

The chart below shows suppliers providing destination-rental services accumulating over 200 evaluations regardless of the number of corporations represented. RMC services providers offering this service to renters, and a few other service suppliers, generated far less than 100 evaluations and are all combined in “*All Other incl. RMC*” category.

There is always small amount of error in every statistical analysis. The smaller the sample size the greater the likelihood of lower accuracy. The scores below should be viewed comparatively not in absolute terms.

	< Scores >										Total	Aver.	Top	Bottom	Net
	1	2	3	4	5	6	7	8	9	10	Surveys	Score	Block %	Block %	Satis. %
Dwellworks					1		26	82	104	61	274	8.72	60%	0%	60%
National Corp. Hsg.							35	101	65	54	255	8.54	47%	0%	47%
PorchLight					2	1	42	65	64	56	230	8.55	52%	1%	51%
All Others incl RMC	1				1	3	74	136	132	103	450	8.55	52%	1%	51%
All suppliers >	1	0	0	0	4	4	177	384	365	274	1209	8.59	53%	1%	52%

The destination-rental services category realized a slightly lower average score and net satisfaction percentage compared to last year's survey results.

Within this relocation category, Dwellworks achieved the highest average score and the highest net satisfaction percentage for the fourth year in a row.