


Experience the Eliminate Chaos Difference

|  <p>Eliminate Chaos® More time for life.®</p> | <p>425.670.2551 eliminatechaos.com Business Residential Home Offices Relocations Seminars</p> | Our Company | Other Company | Other Company | Other Company |
|--|---|-------------|---------------|---------------|---------------|
| <p>Question: Do you have full-time office staff that is available to answer my calls when you are out working with other clients? Who will help me coordinate my projects when you're not available?</p> <p>Answer: Eliminate Chaos has a full time Client Services Assistant that answers the phone Monday-Friday to answer questions and coordinate all client work.</p> | | ✓ | | | |
| <p>Question: Are you a certified professional organizer? Do you have any CPO's that are employed by your company?</p> <p>Answer: Eliminate Chaos employs four Certified Professional Organizers.</p> | | ✓ | | | |
| <p>Question: Are you going to subcontract my project to someone besides yourself? If someone from your company is going to work on my project besides yourself, are they employed by you?</p> <p>Answer: Eliminate Chaos does not subcontract any projects to other organizing professionals. All projects are completed by an employee of the company with a specific area of expertise.</p> | | ✓ | | | |
| <p>Question: Will Eliminate Chaos subcontract any of my projects to another organizing professional that is not insured?</p> <p>Answer: Eliminate Chaos does not subcontract projects to other organizing companies in case they are not licensed, bonded and insured. From time to time, we will provide you with a direct referral to another company that performs a service we do not offer.</p> | | ✓ | | | |
| <p>Question: Do you carry business liability insurance? Are you willing to provide me with a copy of the insurance certificate? Are you bonded?</p> <p>Answer: Eliminate Chaos carries liability insurance that all employees are covered by. We are also bonded.</p> | | ✓ | | | |
| <p>Question: Do you have a contractor's license in case I need something installed?</p> <p>Answer: Eliminate Chaos has a contractor's license #ELIMICL933Q1.</p> | | ✓ | | | |
| <p>Question: Can you please tell me what your areas of expertise are? What happens if I hire you and you can't complete my project or it's outside of the scope of your services?</p> <p>Answer: Eliminate Chaos employee specialists are not generalists. They are placed on projects based on their area of expertise and will not take on a project they are not qualified for.</p> | | ✓ | | | |

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| <p>Question: How did you become a Professional Organizer? Where did you get your training?</p> <p>Answer: Eliminate Chaos Specialists are trained by Laura Leist based on her proven 10-Step process as documented in her bestselling book. Laura has 20 years of experience.</p> | ✓ | | | |
| <p>Question: What is your process for keeping documentation on my project? If you are not the one doing the work on my project, how will progress on my project be communicated to you?</p> <p>Answer: Eliminate Chaos Specialists write progress reports throughout the project and are reviewed by Client Services Assistant and Business Owner, Laura Leist. You are not billed for the progress report or the review time.</p> | ✓ | | | |
| <p>Question: Do you do reference checks on employees you hire including criminal background checks?</p> <p>Answer: Work related references are checked on all employees, including criminal background checks.</p> | ✓ | | | |
| <p>Question: Do you participate in any continuing education opportunities? If you have employees, do you also provide these opportunities for them?</p> <p>Answer: Eliminate Chaos provides ongoing continuing education opportunities. Employees attended their annual industry conference (NAPO).</p> | ✓ | | | |
| <p>Question: Are you a member of NAPO? Is the person you are sending to work on my project a member of NAPO?</p> <p>Answer: Eliminate Chaos business owner AND employees are members of NAPO (National Association of Professional Organizers).</p> | ✓ | | | |
| <p>Question: Do you accept credit cards?</p> <p>Answer: Eliminate Chaos accepts Visa, MasterCard and American Express.</p> | ✓ | | | |
| <p>Question: Can you help me with my computer needs?</p> <p>Answer: Eliminate Chaos employs a full time Business Systems Consultant that primarily works with our Business Clients as well as Business Owners working from home.</p> | ✓ | | | |
| <p>Question: Do any of your employees hold the CRTS (Senior Certified Relocation and Transition Specialist) certification?</p> <p>Answer: Eliminate Chaos is owned and operated by a CPO (Certified Professional Organizer) and CRTS (Senior Certified Relocation & Transition Specialist).</p> | ✓ | | | |