

For Immediate Release / Contact:

Alison Sedney at 203.205.3739
Email: alison.sedney@cartus.com

LisaMarie DeSanto at 203.205.8544
Email: lisamarie.desanto@cartus.com

Cartus Corporation Wins Gold Stevie® Award for Customer Service

Only Relocation Management Company to Win in Customer Service Category

DANBURY, Conn., (May 16, 2016) – [Cartus Corporation](#) was recently named the winner of a gold-level Stevie® Award in the American Business Awards' Customer Service Team of the Year category. The American Business Awards, now in its 14th year, received more than 3,400 nominations from organizations of all sizes and industries for this year's competition. Only the top scoring qualifying entry in each category receives a Gold Stevie Award. Cartus was the only relocation company to receive an award in the customer service category.

The American Business Awards are the nation's premier business awards program. All organizations operating in the U.S.A. are eligible to submit nominations – public and private, for-profit and non-profit, large and small. Cartus was nominated for its collaborative work with a client going through a complex reorganization.

"One of our largest and longest-tenured clients — a Fortune 50 multinational conglomerate that relocates approximately 7,000 employees a year — was implementing a new management system that they wanted us to mirror so that both groups would be in sync throughout the transformation," said Matt Spinolo, executive vice president, Cartus. "The project involved a great deal of flexibility and innovation, building on the practices we had established over a 30-year relationship, including setting up many new policies and procedures, increasing productivity, and building internal expertise around the new system."

The project boosted measurable outcomes in several key client deliverable areas, including service ratings, temporary housing cycle times, household goods booking rates and billing accuracy.

More than 250 professionals worldwide participated in the judging process to select this year's Stevie Award winners.

One of the judges pointed to "the willingness of Cartus to mirror its key client's reorganization," as one of the most impressive aspects of the engagement detailed in the award submission.

Details about The American Business Awards and the list of 2016 Stevie winners are available at www.StevieAwards.com/ABA. Nicknamed the Stevies for the Greek word meaning "crowned," the awards will be presented to winners at a gala ceremony at the Marriott Marquis Hotel in New York on Monday, June 20.



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About Cartus

For more than 60 years, Cartus has provided trusted guidance to organizations of all types and sizes that require global relocation solutions. Providing the full spectrum of relocation services, including language and intercultural training, Cartus serves more than half of the Fortune 50 and has moved employees into and out of 185 countries. Cartus is part of Realogy Holdings Corp. (NYSE: RLGY), a global leader in real estate franchising and provider of real estate brokerage, relocation and settlement services. To find out how our greater experience, reach, and hands-on guidance can help your company, visit www.cartus.com; read our [blog](#); or click www.realogy.com for more information.