

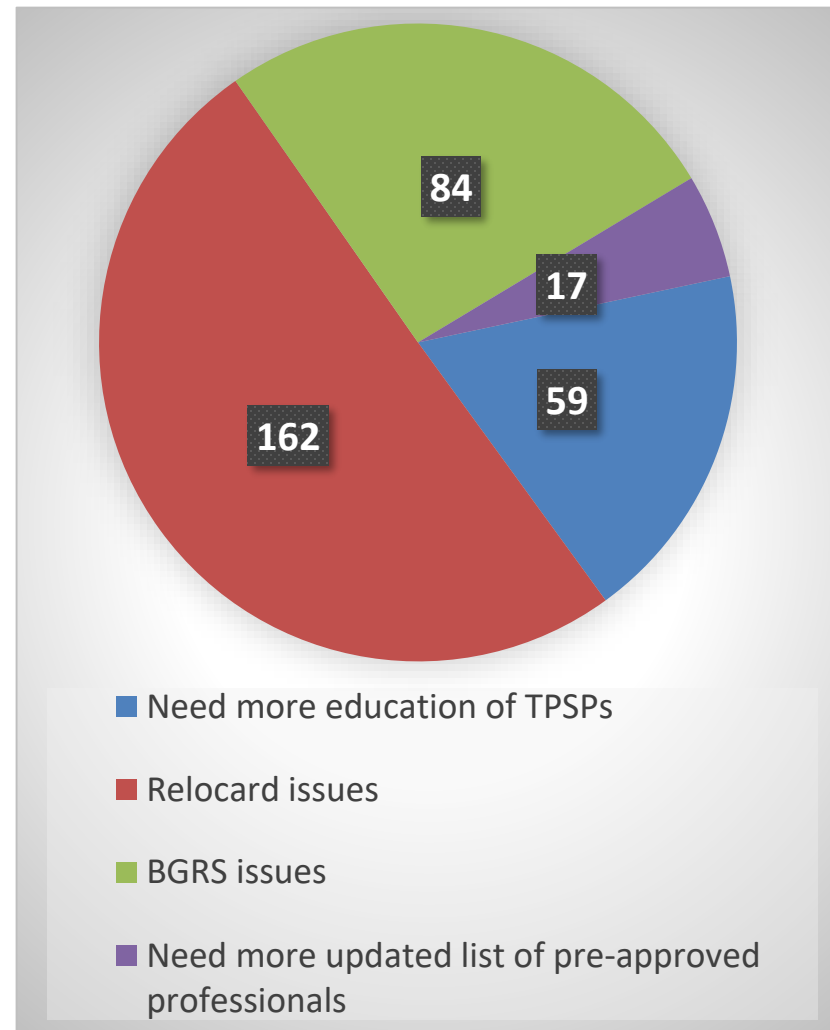
# #MyVoice Relocation Theme Day: What are the key issues you've experienced wrt relocation?

*...tried to contact BGRS, emails and phone calls went unanswered or were not returned...going as far back as Dec.*

*We have been waiting a month for the funds to be loaded. We have spoken to the operators online and half the time they...have no idea of the actual process. We have bought a house and out of pocket a lot of money.*

*What about the fact that the card doesn't work. For us it arrived over a week late.*

*My concern is with pre-approved lawyers and real estate agents. I understand that there is list of these companies which works with BGRS, however it is not up to date and (as mentioned) not all companies were aware of the change in direction for payments.*



(families engaged=200)