



go new places.®

# Video Survey

Virtual in-home walkthrough  
for accurate estimates

## Frequently Asked Questions

- **Where can I find Video Survey, and is there added cost to use it?**

The Video Survey app is free and available in the App Store or Google Play.

- **Can customers record their own surveys and share the video with an Atlas agent?**

Yes, users can record and archive a video survey at their convenience, allowing Atlas representatives to view the video at a later time. However, Atlas agencies can offer more accurate estimates through a live video chat while simultaneously recording the video and taking screenshots with the customer's approval.

- **Do customers get the opportunity to speak with a real person?**

All video surveys are conducted live with real Atlas reps, allowing us to ask questions and address concerns up front.

- **Does Video Survey provide 24/7 assistance?**

While most Atlas agencies have normal business hours, virtual surveys allow representatives to have more flexibility in their schedules and provide off-hours assistance.

- **How long is the recorded survey stored?**

Videos are securely kept in the Atlas system through the claims filing period.

- **Can the video be stored longer if a shipment is in storage?**

Prolonged video storage is at the discretion of the Atlas agent servicing the customer.

- **Can my Atlas agent share the recorded video survey with me?**

In future app enhancements, Atlas will explore ways to easily and securely share the video through our suite of tools with all parties involved in the shipment. If you're interested in obtaining the video survey now, approved personnel can export the video from our system.

- **Can Video Survey be co-branded for an account or relocation management company?**

Cobranding is a future enhancement for Video Survey.

- **How does Atlas obtain approval from the customer for a virtual survey?**

Relocating customers must agree to a video survey. The Atlas agent will send an email confirmation to the customer that contains a unique access code. Once logged in to the app, transferees must read and legally consent to the survey.

- **What kind of security is in place to protect personal information?**

Video Survey is backed by the security of AtlasNet, our proprietary platform and suite of tools used by Atlas agents for servicing moves. AtlasNet user roles and permissions are established by job function and protected by safe logins to keep your privacy intact.

- **Can customers choose to terminate a video survey once started?**

Yes, the customer can end the video survey and revoke consent for Atlas to archive the video at any time.

- **Do you sell personal contact information?**

No. All personal information supplied is protected and only used by Atlas for the purpose of the move.



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- **Does Video Survey record the dimensions on items in the video?**

*No, although this is a future enhancement to our virtual survey app. For now, we recommend the customer be prepared with a tape measure nearby.*

- **Does the customer need to show street or building access in the video?**

*That's one of the perks of a live video chat. Atlas representatives can ask questions to get a closer look, view access to the street or building before the moving truck arrives, and discuss packing options for bulky or high value items.*

- **Who views the recorded video?**

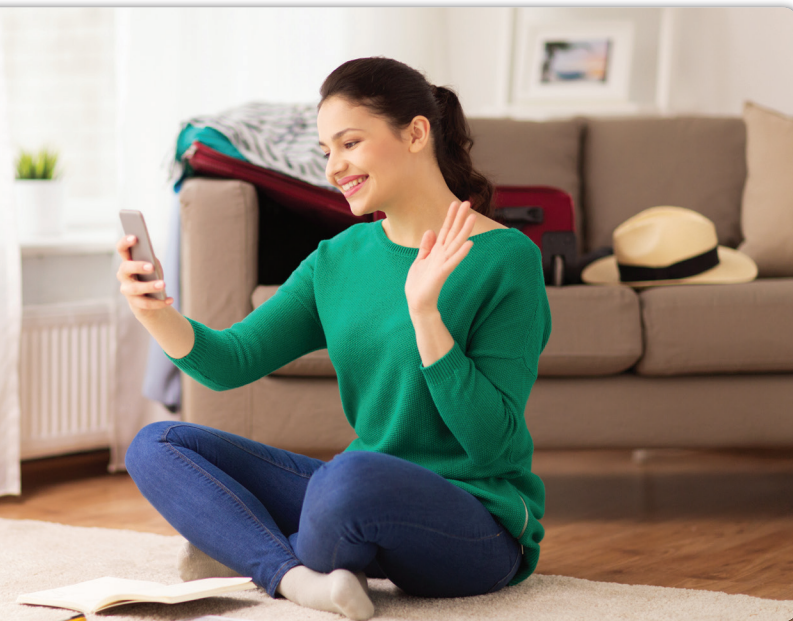
*The video is viewed by the booking agent, the origin services agent (if different than the booker), the Professional Van Operator before arriving at the home, and an Atlas claims representative if a claim is filed.*

- **Does Atlas notify the relocation management company or account when a video survey is scheduled?**

*We're always working on ways improve user experience. While we look for the best place to integrate notifications, Atlas agents can alert relocation management companies when they've scheduled a video survey.*

- **What type of moves are best for virtual surveys?**

*Virtual surveys remove the need to travel to the customer's home, saving on time and costs, and making them ideal for any move. If a customer is just outside an agent's service radius, lives in the heart of downtown, or on top of a mountain, Video Survey may be the answer. To determine which moves are best for a video chat, ask your Atlas agent today.*



visit us at [atlasvanlines.com](http://atlasvanlines.com)  
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