



LIST OF SERVICES

EXPAT RELOCATION SERVICES

Expatriate Relocation Services (ERS)
08870 - Sitges
Barcelona
ers@expatrelocationservices.com
www.expatrelocationservices.com



ERS offers a relocation service tailored to your personal needs.

Moving your family, your business, your life to another country is a big challenge and many questions arise:

Will we like the city?... Will we find a nice home?... Can our kids go to an English speaking school?... Can I take my car?... Will I find a trustworthy lawyer?... When do you pay taxes?...

Let us make it easy for you...

Our service is designed to help save you time, to relieve you of stress and worry and help you to integrate into the Spanish way of life quickly and smoothly.

We help you with bureaucracy, administrative issues, cultural and language barriers and many other things.

In ERS we want you to feel taken cared of.

Simplicity, our motto... Service, our attitude...

**Trust, Confidentiality and Professionalism,
our values...**

Our services include:

Personal Relocation Programme

House hunting, connecting your property to amenities, residence permits, Spanish driving licences, moving arrangements, insurances (house, car and health), Spanish language classes, home delivery of international newspapers, domestic services, etc.

Business Relocation Programme

Assistance in setting up a Spanish business or a branch of your current business in Spain, legal formalities, opening your office, locating staff, drawing up employment contracts, etc.



PERSONAL RELOCATION PROGRAMME



PERSONAL RELOCATION PROGRAMME

Services for people ready to move to Spain and for those who have only recently arrived in the country and are not yet settled.

Arrival and Departure

- We will make our initial contact with you in your home country (via phone or email) in order to fully understand your needs and expectations.
- After you have returned to your home country we will assist you with the cancellation of leases, (home, car, etc.), bank accounts, etc.

Accommodation

We will assist in your search for your new home. This service includes:

- House hunting
- Connecting you to amenities (gas, electricity, internet, etc.)
- Organizing building Works, contracting architects, plumbers, builders, etc,
- Arranging insurance for your home and possessions
- Moving arrangements
- Organising satellite TV
- Installing a burglar alarm
- Buying or hiring a car
- Buying home furniture, computers, etc.
- Any other queries

Legal Formalities

We will also assist you with the following paperwork:

- Registering with the local government
- Organizing residence permits, N.I.E. (Foreigners Identification Number) and Registry of European Foreign residents
- Passport renewal, birth registry, etc.
- Registry in the Treasury and information regarding taxes
- Opening a bank account, asking for a mortgage, etc.

- Traffic office:
 - Transferring your car documents and number plate
 - Organizing Spanish driving licences and insurances
 - Applying for a Spanish driving licence
 - Change car ownership
- Getting the social security number to work or to be self-employed
- Applying for free medical family assistance cards
- Applying for public help payments
- Other – depending on the request

 **Settling in Spain**

Other services that ERS offer to assist you with settling in Spain include:

- Help you and/or your partner to look for work (Preparing CV's, introducing companies, etc.) – If required.
- Finding suitable local schools and colleges and organising enrolment for your children
- Organising Spanish language classes for you and your family: either group or private tuition
- Suggesting local sports and social clubs
- Organising home delivery of your national newspapers and magazines
- Organising domestic help as required
- Any other queries



We are happy to help you with any other issues you may have. Please let us know if you have doubts or queries at any stage.

Breakdown of Available Services

Arrival and Departure

Contracting our services and arriving in Spain

We will make our initial contact with you in your home country (if possible) in order to fully understand your needs and expectations. This will involve registering all your personal and business details, discussing your preferred moving date, and understanding exactly the type of property you need etc. Having discussed the services you require, we will send you our provisional budget. Once we have your approval, we will start working for you, principally in looking for your new home and organising the documentation you will need to live in Spain.

We will then meet you in Spain. At this meeting we will confirm the exact services we will be providing for you and sign a contract of conditions. We will then show you round your chosen city, showing you the most important and interesting places to visit.

We can organise temporary accommodation for your visit(s) to Spain until you are in possession of your own property.

Returning to your home country

Upon your return to your home country we will assist you in the cancellation of leases, bank accounts, insurance policies and residence permits etc.

Accommodation

House Hunting

ERS will assist you in your search for your new home. Once we fully understand what kind of property you require we will inspect properties on your behalf and select up to ten for your personal attention. We will email you pictures of the houses we have pre-selected, together with comments on the properties and their location, in order for you to shortlist those you would like to visit.

We will organise for you to view these properties over a period of 1 or 2 days. ERS will accompany you to the properties. If they do not meet your expectations, we will repeat the process until we find your ideal home to rent or buy.

When you have selected a property that you are happy with, we will accompany you to local banks to compare mortgage rates and conditions. Then, in the presence of your bank representative, a notary and a lawyer we will proceed to sign the contract.

Please note: ERS do not accept responsibility for this financial transaction – they are purely responsible for the pre-selection of property, accompanying and assisting their clients on viewings and introducing clients to the professional assistance necessary for the transaction. ERS accept no responsibility for any damage or loss other than that received directly as a result of services specifically supplied in their contract with that client.

Connection to Amenities

ERS will contact local water, gas, electricity and telephone and internet companies to arrange for you to be connected to their services. ERS will organise these contracts and provide you with the companies contact details. Upon your return to your country ERS will also handle the cancellation of the contracts on your behalf. The client is responsible for all charges relating to connection and maintenance.

Building Works

ERS will help you organize any building work you need done. We will help you contact and contract architects, plumbers, builders, etc

Insurance

ERS will provide you 1 or 2 quotes from different home insurance companies in order for you to choose the one most suitable for your needs. ERS will explain the conditions of each policy and organise the contract from the company that you prefer. The client is responsible for the insurance premiums and any other fees relating to the insurance.

Moving Arrangements

ERS will provide you with quotes from a couple of companies for you to choose the one most suitable for your needs. We will negotiate the moving date for you and deliver your signed contract to the company you have chosen. In order for ERS to obtain these quotes on your behalf, we will ask you to complete a questionnaire on the items to be moved (number of items, size, fragile items etc.). We are happy to be there on the day of moving in case any issues arise.

Satellite Television

If you are interested in receiving satellite TV, ERS can organise the installation and contract on your behalf.

Burglar Alarm

If you would prefer to have the security that a burglar alarm provides, ERS can organise the installation on your behalf.

Buying or Hiring a Car

- Car – ERS can help you to hire or purchase a vehicle and will also help you with insurance, tax, parking regulations, etc.
- Spanish driving licence - ERS will organise to transfer your country's driving license into the Spanish system.
- Car number plate – if you decide to keep your vehicle we will complete all the necessary paperwork to transfer it into the Spanish system without you having to visit the local traffic office.

Buying things for the house

ERS will help you buy home furniture, household items, computers and devices, etc.



Legal Formalities

ERS can assist you with all the legal formalities and paperwork you must complete if you wish to reside in Spain.

Town Hall (Ayuntamiento)

Registration with the local government – it is obligatory to register with the local government if you are buying or renting a property in Spain, and ERS will accompany you and help you to do this.

Home Office (Ministerio de Interior)

Residence permits and N.I.E (Foreigners Identification Number) and Registry of European Foreign residents. ERS will complete this paperwork for you and collect the documentation from the police station on your behalf.

Consulate and Embassy

Registration at your local consulate. Passport renewal, birth registry, etc. ERS will accompany you to the consulate.

Treasury (“Hacienda”)

ERS will help you register in the Treasury and with all the information regarding taxes.

Banks

Opening a bank account, asking for a mortgage, etc. ERS will accompany you to the bank of your choice and help you to open an account and any other procedures you need.

Traffic Office

There are several services ERS will help you get done at this office such as:

- Transferring your car documents and number plate from your country to Spain
- Organizing Spanish driving licences and insurances
- Applying for a Spanish driving licence
- Change car ownership

Social Security

ERS will help you get the social security number in order to work and other procedures. Also, how to be self-employed

Ministry of Health

ERS will help you apply for free medical family assistance cards, choose English speaking doctors, get information about hospitals, etc.

Public Help

ERS will advice on government child support, house moving, etc. and in applying for public help payments.

Medical Insurance

ERS will help you to register for public health cover and can also assist you in getting private cover if you would prefer.



Settling in Spain

Other Assistance

ERS can assist you with a variety of other issues to make your move to Spain as painless as possible:

- Job hunting – ERS will help you or/and your partner to prepare their CV and look for work
- Schooling – ERS will study the academic situation of your children and recommend the best educational establishment for them. We will then manage their enrolment for you.
- Spanish Classes – we can recommend local language schools for group and private classes.
- Sport and social clubs – we can find appropriate clubs for you in your local vicinity.
- Newspapers – we can organise for newspapers and magazines from your home country to be delivered to your home.
- Organising domestic help as required

Continuing Support

We are happy to help you with any other issues you may have. Please let us know if you have any doubts or queries at any time during your stay in Spain.

BUSINESS RELOCATION PROGRAMME



BUSINESS RELOCATION PROGRAMME

A list of services to help you set up a business in Spain (or a branch of your business in Spain)

Arrival and Departure

ERS will meet you and present you with all our services and advice on how to get started.

Upon closing your business and returning to your country ERS will assist you in the cancellation of leases, bank accounts, insurance policies etc.

Assistance in setting up a business

ERS will help you with the following:

- Deciding which kind of company to set up (Spanish equivalents of sole traders, partnerships and limited companies)
- Advice on the cost of setting up companies in Spain
- Establishing a Business:
 - Write a formation deed executed before a notary
 - The declaration of foreign investment in front of notary – if applicable
 - Record the company in the Mercantile Registry of the district
 - Obtain the company fiscal identity number (NIF)
 - Legalise the official company accounts
 - Obtain a license to operate in the town
 - Record the entity and its employees at the Social Security Institution.
 - Any other requirements
- Information on subsidies and grants available from the government

ERS will also introduce you to the professionals you will need to help you set up your business (lawyers, accountants etc).



Opening your office

ERS will help you with the following:

- Searching for suitable office space or a business centre
- Managing rental contracts
- Registering your office for local amenities (gas, electricity etc)
- Setting up a business bank account
- Organising office insurance
- Moving arrangements
- Installation of office alarms as required
- Purchasing or hiring of office furniture and equipment
- Purchasing or hiring a car
- Organising subscriptions to relevant foreign journals and newspapers



Accounting

ERS also offers the following services through an external agency:

ACCOUNTING

- Advice on accounting and fiscal matters
- Accounting data processing
- Monthly data verification
- Computerized accounting system for yearly data: balance sheet, profit-and-loss statement, etc.

TAX RETURN AND TAX MANAGEMENT IN GENERAL

- Preparation of documents, filing returns and making payments: VAT quarterly tax (form 300), annual VAT (form 390), Company tax (forms 201 and 202), yearly income and payments (form 347)

MERCANTILE

- Authentication of accounting books or lists
- Making and processing annual financial statements

LABOUR

- Studying, making and processing employment contracts and extensions
- Joining and quitting Social Security
- Membership in mutual aid societies
- Making salary receipts
- Making withholding tax certificates

 **Personnel**

ERS will explore your personnel needs and create a shortlist of people for you to interview. ERS can provide assistance with your employment contracts and advice on employment rights in Spain. We can also help you to organise private medical insurance for your employees.

 **Special requirements**

ERS can also provide certain administrative assistance for you should the need arise. This includes translations, website design and assistance with any IT issues.

We are also happy to help as and when other queries or problems arise.

Breakdown of Available Services

Arrival and Departure

We will make an initial contact with you in your home country (via email or phone) to understand your needs and requirements, and to make the first steps towards setting up your business.

We will meet you in Spain and present you with the dossier – “Business in Spain: Spain’s economy and a guide to taxes etc”. In this meeting we will work out exactly what services you require and sign the contract between the company and ERS.

We will book accommodation for your first visit, unless you have a property of your own.

Should you decide to close your business and return to your country ERS will cancel your leases and insurance policies and close your bank accounts etc. on your behalf.

Assistance in setting up a business

ERS will explain to you what kinds of companies exist in Spain, and once we have understood your needs we will be able to advise you which kind would be most suitable for you and your situation.

We will assist you with the legal formalities:

- Obtaining a licence to operate in the town
- Applying for/registering the patent of your brands, products, names, copyright, etc.
- Registering the business at the Central Commercial Registry and applying for the certificate to confirm your sole right to the company name (similar to registering your business at Companies House).
- Write the constitution deed for the business
- Meeting with the notary to receive his/her certification
- The declaration of foreign investment, if applicable, in front of the notary.
- Apply for your provisional C.I.F. (company tax identification code) at the tax office (Delegación de Hacienda)
- Pay the transfer tax at the tax office (this payment is made by the client).
- Register the company at the local Corporate Registry
- Apply for your permanent C.I.F.: This number is necessary to begin company operations.

- Register the company at the Spanish Tax Office: a fiscal license for each activity and establishment must be obtained.
- Register the entity and its employees at the Social Security General Treasury.
- Legalise the official accounting books at the Mercantile Registry.

We will also be able to calculate the costs involved in setting up your own business, and provide you with information on grants and subsidies available from the government to help you.

ERS will introduce you to the professionals you will require to run your business successfully.



Opening your office

ERS will provide you with assistance in finding suitable premises to buy or rent. We will pre-select 10 premises with the facilities and location that you have specified, and will accompany you to view them. We will also accompany you when you sign the lease and arrange the finance, as necessary.

We can help you to set up a business bank account and arrange office insurance – we will provide you with information on several companies and organise the contracts on your behalf.

Once you have your office we will organise connection to amenities for you (gas, water, electricity etc). We can also organise telephones (landlines and mobiles) and internet connections. ERS will arrange the contracts for you; however the client is responsible for all payments (connection, maintenance, services, etc.)

Moving Arrangements

ERS will provide you with quotes from a couple of moving companies. We will negotiate the moving date for you and deliver your signed contract to the company you have chosen. In order for ERS to obtain these quotes on your behalf, we will ask you to complete a questionnaire on the items to be moved (number of items, size, fragile items etc.). We are happy to be there on the day of moving in case any issues arise.

Office Alarms

We can assist you with the installation of office security measures as required.

Office Furniture and Equipment

We can assist you with the hire or purchase of furniture and equipment for your office, to help you get good value for money.

Company cars

ERS can assist you with rental contracts, insurance and other paperwork for your company cars.

Journals

We can organise for the delivery of relevant foreign newspapers and journals to your business.



Accounting

ERS also offers the following services through an external agency:

Accounting

- Advice on accounting and fiscal matters
- Accounting data processing
- Monthly data verification
- Computerized accounting system for yearly data: balance sheet, profit-and-loss statement, etc.

Tax return and tax management in general

- Preparation of documents, filing returns and making payments: VAT quarterly tax (form 300), annual VAT (form 390), Company tax (forms 201 and 202), yearly income and payments (form 347)

Mercantile

- Authentication of accounting books or lists
- Making and processing annual financial statements

Labour

- Studying, making and processing employment contracts and extensions
- Joining and quitting Social Security
- Membership in mutual aid societies
- Making salary receipts
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We are also happy to help as and when other queries or problems arise.









CONTINUED PROGRAMME OF SUPPORT



CONTINUED PROGRAMME OF SUPPORT - PERSONAL

Our services do not end after your first couple of months in Spain. We offer a range of services that you can take up at any time during your stay. These include:






-  **Domestic services, house maintenance, nannies, electricians, etc.**
-  **Renewing your documentation as required**
-  **Assisting with the process to obtain Spanish nationality**
-  **Advice on tax issues**
-  **Help and advice on government child support**
-  **Answering all queries and issues as they arise**

If you find it useful we can offer you a regular support package tailored to your needs and budget, which you would pay for on a monthly basis.



CONTINUED PROGRAMME OF SUPPORT - BUSINESSES

Our services do not end after your first couple of months in Spain. We offer a range of services that you can take up at any time during your stay. These include:

-  **Administrative services: these include translations, website design and assistance with any IT issues.**
-  **Renewing your documentation as required**
-  **Introducing you to professionals as the need arises**
-  **Advice on tax issues**
-  **Information on conferences and events in your area relating to your business.**
-  **Answering all queries and issues as they arise.**

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