



## GLOBAL MOBILITY (HRSGM)

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### COUNTRY OFFICE ASSIGNMENT BRIEFING PROGRAM

# *Preparing for Your Move*

Congratulations on your assignment away from Headquarters! This booklet is divided in two parts: **What You Need To Do** and **What You Need To Know**. Please read this material carefully and follow-up directly with the specified offices if you have any questions.

While this booklet is intended primarily as a pre-assignment briefing aid, please take it with you to your duty station for future reference.

Once again, congratulations and good luck on your new assignment.

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# Part One

## What You Need To Do

<Also Recommended for Spouses>

# 1. OVERSEAS ASSIGNMENT BRIEFING SESSION

HRSGM offers a day-long session on overseas assignments the last Wednesday (or alternatively Tuesday) of each month from 8:30 am to 4 pm. To register contact Global Mobility (see below).

A **sample agenda** is as follows:

## Overseas Assignment Briefing Session Sample Agenda

<b>8:30-9:00</b>	<b>Breakfast</b>
9:00-9:20	Introduction: Your relocation process
9:20-9:50	Overseas assignment: HR processes and policies
9:50-10:05	Medical clearance for your overseas assignment
10:05-10:20	Taking care of yourself at your duty station
10:20-11:00	Overseas assignment Benefits: Locality premium and cost of living allowance
11:00-11:20	Shipping processes and support
<b>11:20-11:35</b>	<b>Break</b>
11:35-12:05	WBG housing benefits and policies
12:05-12:30	Security advice for overseas postings
<b>12:30-1:45</b>	<b>Luncheon round table with guests</b> "Cross-cultural adjustment and your success overseas"
1:45- 2:15	Country-specific relocation benefits and policy briefings
<b>2:15-2:30</b>	<b>Coffee Break</b>
2:30-2:45	The next steps: Planning your relocation- Resources and support
2:45:-3:05	Spouse/Partner career support
3:05-3:25	Your children's education at your duty station
3.25-3:45	Your taxes while posted overseas
3:45-4:00	Closing and Evaluations

## CONTACT

Global Mobility (HRSGM)  
Room MC 8-530  
ext. 32445, fax 202-522-2154  
Email: [globalmobility@worldbank.org](mailto:globalmobility@worldbank.org)

*<Also Recommended for Spouses>*

## 2. MEET WITH RELOCATION ADVISORS

### **OBJECTIVE**

- Discuss all aspect of your relocation process.

You will review the Relocation Checklist and be provided with advice on all aspects of your relocation process.

### **CONTACT**

Global Mobility (HRSGM)  
Room MC 8-530  
ext. 32445, fax 202-522-2154  
Email: [globalmobility@worldbank.org](mailto:globalmobility@worldbank.org)

<Also Recommended for Spouses>

## 3. MEET WITH HR ANALYST (HR SERVICE CENTER)

### OBJECTIVE

- Review benefits
  - Initiate authorization to relocate
1. Staff of the HR Service Center will brief you on the relocation process, explaining in detail how *Staff Rule 6.17 - Benefits on Change in Duty Station* applies to your specific case.
  2. You will receive a **Country Office Benefits Worksheet** outlining the benefits and allowances applicable to you.
  3. Complete and submit a Trip Request (Relocation on Change of Duty Station – Trip Type 3) through SAP Travel Module.
  4. Update your address information through the HR Kiosk, under Your Personal Profile. If you do not have access to the HR Kiosk, you may send an email to HR Address Change.
  5. Inform your current IT of your upcoming move **at least** 5 business days prior to your departure so that they can process transfer of your Computer Logon and Lotus Notes account to the new location.
  6. You can find additional benefit information in the Overseas Assignment Benefits page in the HR site (furl: oab)

### CONTACT

HR Service Center  
Room G 2-132,  
Tel. 202-473-2222, fax 202-522-2150  
Email: HR Service Center  
Web site: hr

# 4. INITIATE MEDICAL CLEARANCE PROCESS

## OBJECTIVE

- Obtain medical clearance
1. Medical clearance is initiated with a request from an appropriate HR contact to the Health Service Department (HSD) to provide medical clearance. Medical clearance for a country office assignment no longer requires a full medical examination. Rather, clearance is provided by an HSD medical examiner based on a self-reported medical assessment questionnaire.
  2. All dependents who will reside with the staff member require medical clearance and need to be cleared at the same time whether or not all family members travel together to the new duty station. Dependents under age 18 require only a statement of health from their pediatrician. Children studying abroad who will only be visiting parents occasionally do not require clearance. Finally, staff going on assignment to North America, Western Europe, Japan, Australia and New Zealand do not require medical clearance.
  3. Medical clearance is required also for staff and accompanying dependents reassigned from one country office to another country office.
  4. One copy of Form 263 (6-2007), "Medical Assessment Questionnaire", should be completed for each family member over age 18 who will reside at the duty station. These completed questionnaires should be submitted to HSD Medical Clearance. On occasion, HSD may ask the staff member directly for additional medical information to supplement information provided in the medical assessment questionnaire. HSD will notify the appropriate HR contact directly when medical clearance has been finalized.
  5. While medical exams are no longer required, you may wish to consider scheduling them for you and your family prior to your departure. Claims for these exams may be processed through your current medical insurance, subject to its coverage parameters. Payment for these exams beyond what insurance covers is your personal responsibility

## CONTACT

HSD Medical Clearance  
Email: [medicalclearhds@worldbank.org](mailto:medicalclearhds@worldbank.org)  
Tel. 202-458-1332

## FORMS

- #263 (6-2007) Medical Assessment Questionnaire

*<Also Recommended for Spouses and Children>*

## 5. HEALTH BRIEFING

### OBJECTIVE

- **Discuss health issues at duty station.**
1. Country Health Services has prepared country-specific health information for your duty station. You and your spouse/partner can attend a medical briefing that will highlight the following:
    - Health conditions and medical resources at your duty station
    - Precautionary measures to safeguard your health including immunizations and travel medicines
    - Medical evacuation policy and procedures
    - Subregional medical officers
  2. Emergency Medical Assistance cards in the briefing package will provide instructions on how to reach HSD's Medical Duty Officer during normal and after business hours.
  3. Your immunizations and those of your dependents, if applicable, will be reviewed and a schedule made for recommended and required vaccinations. To allow adequate time for taking your immunizations prior to departure, arrange your medical briefing soon after notification of your Country Office appointment.
  4. Section 04 "Health and Medical Guidelines" of the Country Office Handbook will be reviewed.
  5. Prior to departure, it is recommended that you take cardiopulmonary resuscitation (CPR) and a first aid course. Class schedules can be obtained from your local Red Cross chapter.
  6. HSD provide staff and families with three months of anti-malarial drugs and other travel medicines from the standard operational package (syringe kits, spays, repellents, benedryl etc). The Health Unit recommends purchasing impregnated bed nets under certain conditions, such as extensive rural or adventure travel, but does not supply them. They are readily available on the local market, that is, within the countries where malaria and other insect borne diseases are a risk.

### CONTACT

Country Health Services Unit

Mary Pim Margulies  
Room MC 2-450, MSN MC 2-203  
Ext. 85183, fax 202-522-1616

Lorraine Lynch Nagy  
Room MC 2-445, MSN MC 2-203  
Ext.84505, fax 202-522-1616

### FORMS

- #996 MIP Administrator Change
- 1936 Request for Travel Medicine for Staff or Dependents

## REMINDERS

- Take a 'First Aid Kit' commercially available or put one together yourself. Keep one at home and one in each car.
- Don't forget to get copies of your dental records and eyeglass prescriptions; take extra glasses or contact lenses.
- Take a list of your Washington-area doctors and their phone numbers.
- Hand-carry your essential drugs (labeled), immunization records, and travel medicines.
- Know the generic/chemical name of the medications that you currently take. This may be the only way to identify the drugs as the commercial/brand name may be different in your new location.
- Provide your children with thorough medical and dental examinations prior to relocating with them. Some schools may require this. If your family's medical records are more than a year old, it is a good idea for all members to have a complete physical prior to living abroad.
- Check your current vaccination records and plan to update them to meet the requirements of your new duty station well in advance of your departure date.
- **Please keep in mind that children not relocating at institutional expense or relatives who may also be visiting you during this assignment are not covered by the Bank Group's Medical Evacuation benefit. You will need to provide them with a separate insurance policy if you desire this coverage for emergencies.**

## ***REPLENISHING PRESCRIPTION MEDICATIONS WHILE OVERSEAS***

IF THE PRESCRIPTION MEDICATION YOU TAKE IS NOT SUITABLE TO FILL AS A LARGE ADVANCE SUPPLY, ARRANGEMENTS FOR REORDERS OF SMALLER SUPPLIES CAN BE MADE AT THE PHARMACIES NOTED BELOW. IF YOU WOULD LIKE TO TAKE ADVANTAGE OF THIS ARRANGEMENT, IT'S PREFERABLE TO FILL YOUR ORIGINAL PRESCRIPTION AT ONE OF THESE LOCATIONS AND ENSURE THAT YOUR PRIMARY CARE OR SPECIALIST DOCTOR HAS WRITTEN THE PRESCRIPTION WITH A SUFFICIENT NUMBER OF REFILLS.

CVS Pharmacy  
2125 E Street N.W.  
Washington, D.C. 20037  
Pharmacist : Jeslie Cuaresma  
Phone: 202-338-6337  
E-mail : [store1358@cvs.com](mailto:store1358@cvs.com)

Foer's Pharmacy  
818 18<sup>th</sup> Street, N.W.  
Washington, D.C. 20006  
Phone: 202-775-4400  
Fax : 202-965-2443  
E-mail : [foerguys@aol.com](mailto:foerguys@aol.com)

The pharmacist will prepare the medication and package it for overseas shipment. Due to the sterilization process for incoming mail to the World Bank, medication cannot be sent to the Bank through the U.S. Postal Service. The pharmacist will notify a courier when the medication is ready for pick-up. The package will be hand-carried to the Bank's mail room, a pouch request will be completed, and the package sent to you via pouch. **Please note that medications which require refrigeration, such as insulin, cannot be sent. Packages must not exceed five pounds in weight.**

When you place your order with the CVS at 2125 E Street N.W., or Foer's Pharmacy at 818 18<sup>th</sup> Street, N.W., the pharmacist will require the following information:

1. Name of the medication
2. Name and phone number of the pharmacy where the prescription was originally filled, or the name and phone number of the doctor, if this is a new prescription. (Please note that the prescription must be written by a physician licensed in the United States.)
3. Prescription number, if applicable
4. Number of tablets needed
5. Your UPI number and person code from your Catalyst (formerly Caremark and PharmaCare) insurance card
6. Your date of birth, and the date of birth of any family member filling a prescription
7. Your credit card number and expiration date

8. Instruct the pharmacy to label the package with your name and country office location as follows:  
Staff Member's Name (or family member's name, c/o staff member)  
The World Bank Group (include MSN of Country Office)  
Location of Country Office (include IBRD or IFC)  
P.O. Box 27839  
Washington, D.C. 20038-7839

MIP MEMBERS CAN ROUTINELY OBTAIN UP TO A 90 DAY SUPPLY OF PRESCRIPTION DRUGS AND **UP TO A 6 MONTH SUPPLY OF PRESCRIPTION DRUGS FOR TRAVEL** THROUGH THE **CATALYST RX RETAIL BENEFIT** BY PURCHASING PRESCRIPTIONS AT ANY PARTICIPATING PHARMACY WHILE IN THE US. CVS, SAFEWAY, FOER'S, AND GIANT FOOD ARE EXAMPLES OF PARTICIPATING PHARMACIES.

IF YOU REQUIRE MORE THAN A 6 MONTH RETAIL SUPPLY, A TRAVEL OVERRIDE WILL BE REQUESTED BY CATALYST RX FROM THE BANK'S INSURANCE OFFICE WHO WILL CONFIRM YOUR TRAVEL SITUATION, BUT IN NO EVENT WILL MORE THAN ONE YEAR'S SUPPLY OF MEDICATION BE DISPENSED. IF A TRAVEL OVERRIDE IS REQUIRED, THE PHARMACIST FILLING THE PRESCRIPTION SHOULD CONTACT CATALYST RX AND MAKE THE NECESSARY ARRANGEMENTS. **BE SURE THAT YOUR DOCTOR HAS PROVIDED A PRESCRIPTION FOR THE CORRECT SUPPLY TO COINCIDE WITH YOUR TRAVEL – WRITTEN AS A 180 DAY OR 365 DAY SUPPLY, NOT AS A 30 DAY SUPPLY WITH MULTIPLE REFILLS.**

WE REGRET THAT THE CATALYST RX MAIL ORDER BENEFIT IS NOT AVAILABLE TO THOSE WHO LIVE OUTSIDE THE US AS FEDERAL LAW PROHIBITS CATALYST RX FROM SHIPPING PRESCRIPTION DRUGS OVERSEAS.

**STAFF MEMBERS ARE TO CALL AETNA CUSTOMER SERVICE DIRECTLY AT 866-258-6680 AND ASK TO SPEAK WITH A REPRESENTATIVE OF THE PHARMACY MANAGEMENT DIVISION. ONCE CONTACT HAS BEEN MADE WITH A REPRESENTATIVE FROM THE PHARMACY MANAGEMENT DIVISION, THE STAFF MEMBER CAN REQUEST AUTHORIZATION FOR A SUPPLY OF MEDICATION, NOT TO EXCEED ONE YEAR. THE STAFF MEMBER WILL NEED THE SAME MEDICATION/DOSAGE AND PHARMACY CONTACT INFORMATION NOTED ABOVE. BE SURE THAT YOUR DOCTOR HAS PROVIDED A PRESCRIPTION FOR THE CORRECT SUPPLY TO COINCIDE WITH YOUR TRAVEL – WRITTEN AS A 180 DAY OR 365 DAY SUPPLY, NOT AS A 30 DAY SUPPLY WITH MULTIPLE REFILLS.**

# 6. MEET WITH MOVING CONTRACTOR/GET INSURANCE FORMS

*(at your residence)*

## OBJECTIVE

- **Discuss shipping, storage, and insurance of household goods and auto**
1. The contractor will explain the moving process and storage procedures and will schedule the pre-move survey of your goods and the actual moving day.
  2. The contractor will advise you on shipping your automobile.
  3. Contact your country office to find out duty-free privilege specifics.
  4. If you take the Removal Grant and make your own shipping arrangements, remember to ask the mover of your choice for **door-to- door** pricing.
  5. A 20-foot container contains a 2-bedroom house; a 40-foot container a 4-bedroom house.
  6. 7000 lbs is equivalent to a 20-foot container (or 1000 cubic feet)
  7. Motorcycles can be shipped but take a lot of space because it must be put in a crate.
  8. The Bank will not arrange or pay for the transportation of a staff member's pet.
  9. The Bank does not store cars. The cost of storing a car in Washington DC is around \$250.
  10. The shipping contractor will advise you regarding the Bank's insurance and will provide you with the insurance forms.
  11. The insurance contractor's representative can provide you with information about insuring your personal belongings at the duty station. **It is important to note that your shipment is insured only while in transit. You are responsible for proper insurance coverage of your personal goods, furnishings and equipment at the duty station for the whole period of your assignment.** If you choose not to take out insurance coverage under a standard homeowner's policy you cannot be reimbursed by the Bank Group for loss of or damage to personal effects resulting from security situations such as riot, civil disturbances, war, etc. Items left in storage are insured.
  12. You can get a homeowner's insurance through the same insurance contractor who will insure your shipment.
  13. Willis Relocation Risk Group does not provide car insurance at the duty station but can refer you to another insurance company who does.
  14. On arrival at the duty station, make an inventory of your personal property and send one copy to the country office and another to your Human Resources Team.
  15. While at the country office you are entitled to one visit per calendar year to your storage.
  16. You may also ship documents from your office. Limits are set by your region, i.e. it is an agreement between you and your department. AFR allows one box to be sent by diplomatic pouch. Make the request through eServices.

## CONTACTS

Shipping Contractor: Security International

Margaret Albright, Project Manager

Tel. 202-797-5682 or +1 202-473-5677, fax 202-454-5962  
malbright@sscw.com

Bridget Walsh  
Tel. 202-797-5686, fax 202-454-5962  
bwalsh@sscw.com

GSD Shipping:

Ignacio Alcalde  
Room MC 1-427, MSN MC 1-102  
Ext. 36878, fax 202-522-3239

Ursula Hubert  
Room MC 1-424, MSN MC 1-102  
Ext. 31589, fax 202-522-3239

Insurance Office, Shipping & Storage  
Willis Relocation Risk Group  
11240 Waples Mill Road, Suite 301  
Fairfax, VA 22030  
Email: [wrrg.wb@willis.com](mailto:wrrg.wb@willis.com)

Susy Castellanos, Senior Account Manager  
Ph.: + 1 202-536-4438, Mobile +502-5630-4629, Fax +1 703-591-1052  
Email: [susy.castellanos@willis.com](mailto:susy.castellanos@willis.com)

*Send claims to:*

Susan Miller  
Ph.: +1 703-460-6147, Fax +1 703-591-1052  
Email: [susan.miller@willis.com](mailto:susan.miller@willis.com)

*For accompanying baggage insurance or claims:*  
Susy Castellanos (see above)

## FORMS

- Insurance Forms

## REMINDERS

- Don't forget to properly prepare your possessions for storage. Oriental carpets should be professionally cleaned and put in cold storage; keep cleaning receipts.
- If you have small children, arrange for childcare on moving day.
- Pets: check with your duty station country embassy for specific regulations regarding the importation of animals. Arrange veterinarian visit to update vaccinations; make kennel arrangements at duty station
- To simplify record keeping, take photos or a video of your possession.
- Suspend your **Bretton Woods Recreation Center** membership
- Review your insurance coverage for items in storage; get appraisals if necessary.

## ***HINTS ON MOVING AND STORAGE***

### **Getting Organized**

To prepare for your move, divide your household effects into the following three categories:

1. Surface Shipment
2. Accompanying Air Baggage
3. Storage (if applicable)

It helps to label your possessions with stickers or tags and to place items in different rooms depending on the category before the movers arrive. You may want to photograph or videotape your possessions before they are packed. As they pack, the movers will keep an inventory of each item and note its condition. Make certain that your goods are described properly; indicate on the inventory whenever the movers' description of an item's condition varies with your own.

### **Electrical Appliances**

Electricity in the United States is 110 volts, 60 cycles alternating current. Most of the rest of the world operates on voltage ranging from 220 to 400, with a 50 cycle alternating current. Wattage and voltage are usually marked on a plate fastened to each appliance. Electrical transformers can be used with many U.S. appliances to change voltage up or down, provided the transformer is of a higher voltage than the appliance. Since transformers do not affect cycles, they are not recommended for time sensitive items (clocks and timers) or sound equipment. Also, it is generally not a good idea to use transformers on high voltage appliances such as irons due to the danger of overheating. Electrical receptacles and plugs vary from country to country, sometimes even within one house! Generally, plugs are available locally and, as long as your appliance is of the right voltage, can be easily changed. Lamps, by the way, can work on any voltage; it is the **bulb** (either the screw-in or bayonet-type) which must be the right voltage, and these are usually available locally. It is suggested that you take power surge protectors for use in countries where there are frequent power failures. When purchasing new appliances keep in mind that some brands (e.g., Westinghouse, G.E.) are easier to have serviced at your duty station than brands less well known and it is wise to choose the simplest and sturdiest model available.

### **Duty Free Privileges**

Many countries in which the Bank has country offices have acceded to the Convention on the Privileges and Immunities of the Specialized Agencies (of the United Nations.) The Bank is a Specialized Agency and benefits from the privileges and immunities set forth in this convention. One of the principal privileges under the Convention, not available under the Bank's Articles of Agreement, is the exemption from import duties on the personal effects of expatriate staff when taking up their positions, in general for the first six months. Country managers and directors enjoy duty-free privileges for the duration of their assignment in most countries. Be sure to check with your country office for the latest regulations.

### **Automobiles**

The Bank provides shipment and transit insurance subject to certain cost limits for one auto to most duty stations. You may want to purchase spare parts to include in your shipment. Shipping information is available from the moving contractor.

**Storage (if applicable)**

Furniture and other items you choose not to send to the duty station will be placed in numbered boxes. Cold storage is available for temperature sensitive items such as artwork, furs and antiques. Rugs should be clean (have oriental carpets professionally cleaned and keep the cleaner's receipt) and thoroughly dry; valuable pieces should be appraised to ensure an accurate inventory record. To simplify record keeping, take photos or a video of your possessions. As with items for shipment, the movers will keep an inventory listing which you should check carefully. Keep a copy of this with your important papers you take to the duty station. Should you decide to have any stored items removed at a later date, this list will be a necessary reference.

***ITEMS TO HAND-CARRY***

Remember to hand-carry important items like:

- passports
- airline tickets
- pictures
- school records
- copies of marriage/birth certificate
- prescriptions including those for eyeglasses
- copy of will
- duplicate keys for car and luggage
- medicines
- car ownership record
- insurance policies

• *PLACES TO SHOP FOR APPLIANCES*

**AUSTIN HOUSE**

Travel Essentials  
10th Street & Factory Avenue  
Ellwood City, PA 16117  
8-4:30 EST  
Ph. (800) 245-1750 ext. 2219  
Fax (724) 752-3708  
[www.austinhouse.com](http://www.austinhouse.com)  
(mainly transformers, converters, teleplug-ins)

**ASIAN-EUROPEAN ELECTRONICS**

Ph.(323) 935-5140  
Fax (323) 933-0625  
[www.shasha.com](http://www.shasha.com)

**BELMONT TV & STEREO**

4723 King Street,  
Arlington, VA  
Ph. (703) 671-8500  
Fax (703) 671-8504  
[www.belmonttv.com](http://www.belmonttv.com)  
(Step-up and step-down transformers, limited number of  
multi0system VCRs and TVs in stock.)

**DVD OVERSEAS ELECTRONICS**

10.00-7.00 CST  
Ph. (847) 519-1201 for questions  
Ph. (877) 443-1212 for orders  
(Camcorders, code free DVD players, televisions and  
VCRs)  
[www.dvdoverseas.com](http://www.dvdoverseas.com)

**ELECTRONICLAND**

230 Dominion Road, NE  
Vienna, VA 22180  
Ph. (703) 938-6577  
M-Th 10-5 F-S 10-7  
[www.electroniclandva.com](http://www.electroniclandva.com)

**EMBASSY 220 Volt**

5810 Seminary Road,  
Falls Church, VA 22041  
Ph. (703) 379-6100  
Fax (703) 820-9385  
[www.embassy-usa.com](http://www.embassy-usa.com)

**EXPORTWORLD**

1719 Connecticut Ave., NW  
Washington, DC 20009  
Ph. (202) 232-2244  
Fax (202) 265-2435  
1030 19<sup>th</sup> Street, NW  
Washington, DC 20036  
[www.eportworld.com](http://www.eportworld.com)  
[www.exportdc.com](http://www.exportdc.com)

**KENO**

1401 University Blvd.  
Hyattsville, MD 20783  
Ph. (800) 422-5366 or (301) 431-1366  
Fax (301) 445-0610  
[www.keno220.com](http://www.keno220.com)

**WORLD IMPORT**

Online Catalog  
Ph. (877) 220-8658  
Fax (847) 455-2002  
[www.world-import.com](http://www.world-import.com)

**VIDEO OVERSEAS, Inc.  
PLUS APPLIANCES**

246 8th Ave. 2nd Floor  
Between 22nd & 23rd Street  
New York, NY 10011  
Ph. (800) 317-6945  
(212) 645- 0797  
Fax (212) 242-8144  
[www.videooverseas.com](http://www.videooverseas.com)  
**WORLD APPLIANCES, Inc.**  
2822 Juniper Street, Fairfax, VA 22031  
Ph. (703) 573-8383 or (800) 505-1240  
Fax (703) 573-4315  
[www.world220volt.com](http://www.world220volt.com)

***PURCHASING A CAR***

IT IS NO LONGER POSSIBLE FOR INDIVIDUALS TO PURCHASE CARS THROUGH UNOPS (FORMERLY IAPSO)

## ***DUTY-FREE SHOPPING CATALOGS***

You may be able to order from these catalogs for a period of time after your arrival at your duty station. Check current regulations with the Country Office Manager. Be sure to have the catalogs sent to your new local mailing address.

**PETER JUSTESEN COMPANY A/S**

<https://www.pj.dk/cgi-bin/MaconomyMScript.2.exe/version2/default.ms?sessionid=GGci5cLd36>

**HELIA**

<http://www.helia.de/index.do>

For Electronics:

**JACKY'S**

<http://www.jackys.com/>

**WORLD IMPORT**

<http://www.world-import.com/>

For Italian products:

**ALBERTI**

<http://www.alberti.it/>

# 7. TRAVEL ARRANGEMENTS

## OBJECTIVE

### Make flight/hotel reservations and prepare travel documents

1. Arrange travel itinerary and update
  - visas and passports for all relocating family members. To get visas passports generally passport need to be valid at least 6 months from the moment you receive the visa.
  - your Laissez-Passer.

IF YOU DON'T HAVE A LAISSEZ-PASSER YOU NEED TO APPLY FOR ONE. The United Nations Laissez-Passer is a travel document released by the United Nations to be used by UN Specialized Agencies staff on official travel. The use of the UNLP generally facilitates getting visas and entering any country recognizing the UNLP for entry purposes. See [AMS 3.40A](#)

Have your family members registered on the UNLP.

See also section L. **Visa Information** on page 40.

2. Notify your country office of your arrival date.
3. Take **at least 12 passport size photos** for you and for each member of your family; carry these with you to the duty station as you will need them shortly after arrival for official documents e.g. ID cards, local driver's license, etc. Passport photos for your entire family can be taken on Tuesdays and Thursdays, 2-4:00 PM, in [GSD's Customer Service Center](#) on the MC C2 level, ext. 37634. No appointment is necessary.
4. While you are outside the United States, it is important that you don't let your US Driver's Permit expire if at all possible. Therefore, before leaving the US, check into local regulations on how to renew your Washington area Driver's Permit by mail. This service is available in the District of Columbia. See complete guidelines for DC, VA, and MD in the following pages. Get an **International Driving Permit** through the American Automobile Association (AAA). You can find the form online at [www.aaa.com](http://www.aaa.com).
5. Don't forget to arrange accommodations for your last days in Washington and to contact the World Bank Group's Parking Office at least one month prior to your move to suspend or cancel your parking privileges.

## Contact

American Express, Room MC C2 270  
Ph. 1 877 260 9475, fax 202-477-1046

## Forms

- Application for International Driver's License ( to obtain through AAA)

## *PRE-ASSIGNMENT VISIT*

You and one member of your immediate family are eligible for a pre-assignment trip to the duty station to review logistical matters, such as availability of housing, furniture and schooling prior to commencement of your new assignment.

1. A lump-sum Pre-Assignment Travel Grant based on home country travel cash option (one time for non-family post, two times for staff relocating with dependent(s)).
2. A lump sum Pre-Assignment Subsistence Grant: \$2350 per staff for hotel, meals and other expenses for all travelers (no SOE).

It may be combined with any other benefits travel program and, subject to special conditions, operational travel. See [Staff Rule 6.17 Paragraph 3.02](#) for specific details.

Short-term visa obtained through American Express.

## ***RENEWING YOUR DRIVER'S LICENSE-D.C.***

The DMV makes driver's license renewal convenient by offering renewal services at DMV [service locations](#) and [online](#). If you're temporarily residing more than 200 miles beyond the District of Columbia border you may qualify for [absentee driver's license renewal](#) of your DC driver's license.

You will receive a renewal notice 60 days in advance of the expiration of your driver's license. For last minute [online renewals](#), DMV provides a temporary license certificate that can be used until your license is received in the mail.

[Non-US Citizens](#) must renew their Driver's License at our Georgetown service center located at 3222 M Street, NW, in the Georgetown Park Mall, Lower Level, Washington, DC 20007.

If your DC driver's license has been expired for more than 90 days, you must take and pass the [knowledge test](#). If your DC driver's license has been expired for more than 180 days, you must take and pass both the [knowledge test](#) and the [road test](#). You may renew your license upon expiration and may not operate a vehicle on an expired license.

If your driver's license was produced with a digital photograph and signature (utilized by DMV since August 2000), you may renew your driver's license [online](#) as long as you meet the other online requirements. Otherwise, you must visit a DMV [Service location](#). If your last renewal was done online, you must go to DMV location for a new picture and vision test.

The Patriot Act, Public Law 108-458, National Intelligence Reform Act of 2004 does NOT allow for social security numbers to be displayed on driver licenses or identification cards. If your driver's license number is also your social security number, you will be required to visit a DMV Service Center for renewal in order to obtain a new photo.

### **Requirements**

If you are renewing a driver's license at a DMV service location, please bring the following documents with you and be prepared to pay the applicable [fees](#).

- [Completed Driver's License/Voter Registration Application\\*\\*](#)
- [Current DC Driver's License\\*](#)
- [Change of Name](#) or [Change of Address](#) documentation, if applicable

Note: If you are holding a provisional driver's license, please refer to [provisional driver's license renewal](#).

\*If your driver's license has been lost or stolen, you must provide [Proof of Name & Date of Birth](#) and [Proof of SSN](#).

## ***RENEWING YOUR DRIVER'S LICENSE-MARYLAND***

Marylanders renew their driver's licenses every five years and you must have a valid Maryland driver's license at all times if you are a resident of Maryland and are driving a vehicle.

A renewal notice will be mailed to your address of record with the MVA 60 days prior to the expiration of your driver's license. Remember, address changes need to be reported within 30 days because a renewal notice is not automatically sent if you have moved without telling the MVA.

You can renew one of two ways:

[By mail, if you are eligible](#)

[In person](#)

Additional information:

[Vision Requirements](#)

[Medical Status](#)

[Active Military Personnel](#)

[Renewal Fees](#)

[Commercial Driver's License \(CDL\)](#)

**To Renew by Mail**

You may skip the visit to the MVA and renew your driver's license by mail if you received a new "renew by mail" package. Your license will be sent to you in the mail, and you will not have to go to an MVA office again until the new license expires in 5 years. Just complete the "mail in renewal" application and send it in if you have more than 15 days before your current license expires.

**Please note:** Your new license will be mailed to your address printed on your Maryland Mail-In Driver's License Renewal Application. You **cannot renew** your license by mail if your address does not match the address printed on your Maryland Mail-In Driver's License Renewal Application. The MVA cannot mail or forward a renewed license to an alternate address.

Examples of this are: You **cannot renew by mail** if your address is incorrect on the renewal notice, if your address has changed, or a request to correct or update your address has been submitted by you to the MVA since you received your Maryland Mail-In Driver's License Renewal Application.

If you do not send in your renewal at least 15 days prior to expiration, your current license could expire before you receive the new license. It would be best to go into an MVA office and renew in person if your birthday is two weeks or less away. When you receive our new license you must destroy your old license. Maryland law allows only one driver's license per driver. You should receive your new license in two weeks or less. Please call the MVA at 1-800-950-1682 if you do not receive your new license after 15 days.

Read the information carefully to make certain you qualify to renew by mail. If you find any errors in your information, you must visit an MVA office to renew in person.

Complete your renewal application.

If you are over 40, you must have your doctor complete and sign the "vision certification" portion of your renewal form. Please note, the vision certification portion of the renewal form is the only form that can be "read" by the MVA technology that renews your license by mail. If you use a separate form, you must renew in person.

Mail in your renewal with the proper fee.

**To Renew in Person**

Just visit one of the [Motor Vehicle Administration \(MVA\)](#) locations with your expiring license and appropriate fee. You are responsible for renewing your driver's license before it expires. You have up to one year after it expires to renew without having to take additional tests. However, it is against the law to drive with an expired license.

A social security number shall be required and verified for applicants for an original, renewed, duplicate, corrected driver's license or for a learner's permit. Applicants not eligible for a social security number will be required to provide a self-certification.

Please check your renewal notice for any errors.

Present your renewal notice, expiring license, and fee in person to any one of the MVA locations.

Take the vision test.

**Vision Test**

Unless you are renewing by mail and are under 40 years of age, you must either have your eye doctor fill out the vision form on your renew-by-mail application or come into an MVA office to renew your license. The vision form in the mail-in license renewal is the only form the MVA technology can "read" to renew your license by mail. If you have a separate form from your doctor or wish to take the vision test administered by MVA personnel, you will need to come into the MVA to renew your driver's license. More information on the [vision requirements](#) is available.

#### **Medical Status**

For the safety of all drivers, the MVA must consider your medical status as part of your license request. Medical conditions, which could affect your driving, must be reported to the MVA. Please submit with your application, a certificate from your doctor indicating the onset of the disability, diagnosis, and medications, if any. All medical data is kept confidential and will only be used by the MVA to determine your qualifications to drive.

#### **Renewal Fees**

##### [Driver's license fee](#)

##### [Commercial driver's license \(CDL\) fee](#)

Please note that there is a fee for the commercial driver's license, and there is an additional fee for the Commercial Driver Licensing Information System surcharge.

**Note:** If you will be out of the state during the entire renewal period you can call (301) 729-4550 or write to MVA, Driver Licensing, Room 145, 6601 Ritchie Highway, Glen Burnie, MD 21062. You will receive an application for a "valid without photo" license. This license must be exchanged for a photo license within 15 days after you return to Maryland. (Commercial driver's licenses may not be renewed by mail.)

**Note:** An applicant who is under age 21 cannot renew his or her driver's license until his or her 21st birthday.

#### **The Commercial Driver's License (CDL)**

For information on CDL requirements (how to apply for a CDL, renewal of a CDL, etc.) please refer to the [CDL Information page](#).

## ***RENEWING YOUR DRIVER'S LICENSE-VIRGINIA***

Your Virginia driver's license normally expires on your birthday. When you renew your license, it will be valid for eight years. You may renew your driver's license as early as six months prior to the expiration date on your license.

Individuals required to register with the Virginia State Police Sex Offender and Crimes Against Children registry (Virginia Code Chapter 9 of Title 9.1) will be issued driver's licenses valid for five years.

If you received your driver's license at age 16 or 17, it will expire on your 20th birthday. If you are age 20 or under when renewing and have received one or more traffic convictions, you must retake the two-part [knowledge exam](#) and any other knowledge exams for the type of license you hold.

### **Proof of [Legal Presence](#) Requirements:**

If your valid, unexpired license was issued prior to 01/01/04, you are "grandfathered" and do not need to prove legal presence at renewal.

If your license has expired for as much as one day, proof of legal presence is required when applying to renew.

You must present proof of legal presence in person.

If you are authorized to be in the U.S. temporarily and have been issued a limited duration driver's license, the license cannot be renewed. A subsequent license will be processed as an original license. Each time you apply for an original driver's license you must show two proofs of identity (one proof of identity if under age 19), one proof of legal presence and one proof of Virginia residency. Proof of your social security number (if you have been issued one) is required also.

If you present a valid legal presence document without an expiration date, you will be issued a limited duration license that is valid for one year. This does not apply to a U.S. birth document since it does not contain an expiration date.

If you are on active duty in the military stationed outside of Virginia or in the U. S. Diplomatic Service stationed outside of the U.S., or a civilian employee or contractor of the United States government or an agency acting on behalf of the U. S. government serving outside of the U. S. you may be granted a license extension for up to three years in lieu of license renewal.

If your license has expired for more than one year, you must re-take all tests ([vision screening](#), [two-part knowledge exam](#), and [road skills test](#)).

DMV will mail you a renewal application prior to the expiration date of your driver's license. To receive your renewal application on time, be sure to [update your address](#) with DMV.

The renewal fee is the same as the [licensing fee](#). For example, an 8-year driver's license with no endorsements costs \$32. You may pay your fees with cash, money order, check, check card or major credit card.

You may renew your driver's license every other renewal cycle [online](#), by [telephone](#) (1-888-337-4782) or by [mail](#). You may renew using any of these preferred methods unless:

You hold a Commercial Driver's License (CDL).

You are 20 years old and you have received one or more traffic convictions.

Your license is expired.

Your license is suspended or revoked. You will be required to show proof of legal presence. You may also be required to show other documents.

You are under medical review.

You are age 80 or older. (You must complete the [vision screening](#) requirements.)

[Other conditions](#) may affect your eligibility to renew using one of these methods.

You must also renew in person if your social security number (SSN) on file at DMV does not match your number on file with the Social Security Administration or if you do not have an SSN on file. Your SSN on file with DMV must match the number on file with the Social Security Administration before DMV will renew your driver's license.

Your renewal notice will indicate if you are eligible to use a preferred renewal method.

If you use a preferred renewal method, DMV will use the photograph on your existing license.

Refer to "Acceptable Documents for Obtaining a Driver's License or Photo ID Card" ([DMV 141](#)).

● en Español ●

You may hold either a driver's license, or a CDL, but not both. If you hold a license of any kind, you are not eligible for a photo ID card. If you currently hold both a driver's license and a photo ID card, you will be required to surrender your photo ID card before you can renew your driver's license.

You may renew at a customer service center during any renewal cycle. You will be required to pass the vision screening any time you renew at a customer service center.

The renewal application also allows you to apply to register to vote or change your voter registration address.

# Part Two

## What You Need To Know

# A. BENEFITS (applies Staff on HQ appointment)

## 1. Expatriate Benefits/Mobility Premium

- Staff receiving Expatriate Benefits: your expatriate benefits will continue during the period of your assignment away from HQ. If you are receiving Mobility Premium, this will be suspended during your period of assignment away from HQ, and you will be eligible for Home Country Travel and Education Benefits instead. See Staff Rule 6.21 for details.
- US nationals, and Permanent Residents (appointed after January 1, 1985), are entitled to home country travel and education benefits when posted out of the United States.
- Staff who are nationals of their duty station country, or permanent residents of their duty station country appointed on or after 1/1/85, are not eligible for expatriate benefits. (Nationals assigned to their home country at a duty station outside the US when they have not resided there for five years immediately prior to assignment, become eligible for education benefits, but not Home Leave.)

## 2. Spouse Travel Points

- The same rules apply as at headquarters. Please refer to Spouse Travel Points in the HR web site.

## CONTACT

General Queries, Home Leave, Education Benefits

Email: HR Service Center, ext. 32222, fax 202-522-2150

Statement of Expenses

Email: RECEIVABLES AND TRAVEL SERVICE DESK, ext. 82792, fax 202-477-6862

## FORMS

- #8 Statement of Expenses for Staff on Assignment Away from Headquarters through SAP
- #279 Application for Education Benefits through HRKiosk
- #591 Home Country Travel Request through HRKiosk
- #677 Certificate of School Attendance and Expenditure through HRKiosk
- #2110 Certification of Benefit Travel - complete through HRKiosk

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# B. FINANCIAL ASSISTANCE

1. Staff members may, within three months before or after taking up an assignment at a new duty station, apply for a loan to meet settling-in expenses at the new duty station. (*Staff Rule 6.18*). The application form is available at <http://benefits> -> Benefits for Open/Term/Regular Staff & ED Advisors in HQ -> Financial Assistance -> Settling-in Loan.
2. This loan, which is interest-free and reimbursable over a period not exceeding 24 months, may not exceed four months' net salary.

**Contact:** Email: HR Service Center, ext. 32222, fax 202-522-2150, MSN G2-202

## Forms:

- [#271 Application for Financial Assistance](#) (HQ Staff Loans – Settling in)

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# C. HOUSING/FURNISHINGS AT DUTY STATION

See also [Housing Guidelines](#) in the HR website (in the Overseas Assignment Benefits [OAB] page in the HR site)

1. Staff members are responsible for locating and leasing their own housing. Legal expenses for the preparation and completion of lease agreements may be reimbursed by the Bank. If the Bank owns or holds long term leases for housing at the duty station to which staff are assigned, staff may be required to move into the Bank-owned or Bank-leased housing.
2. The rental ceiling for all staff is established by the regional Chief Administrative Officer in consultation with the Manager of HR Compensation Management, and/or their designated officials. Housing survey data is provided by an external vendor, Organization Resource Counselors (ORC).
3. Staff members are expected to rent furnished accommodations wherever possible. In those locations where suitable and affordable furnished accommodations are not available, staff members may lease, with the prior approval, unfurnished accommodations and avail themselves of furniture and equipment benefits (F&E Allowance) , in accordance with Staff Rule 6.17.
4. Furniture and equipment purchased by staff members with their allowances will be considered their personal property, and staff members will be responsible for maintaining said property, and for shipping or disposing of the property when they leave the duty station.
5. The Bank may provide staff where necessary equipment such as power generators, transformers, converters, voltage stabilizers, water pumps, water purifiers, water heaters, heat stoves, furnaces, air conditioners, and air humidifiers for accommodations that have been rented furnished or unfurnished.
6. The World Bank Group may provide staff, where necessary, heavy appliances such as cooking stoves, refrigerators, freezers, microwave ovens, convection ovens, washers, and dryers for accommodations that have been rented furnished or unfurnished.
7. All items purchased and provided by the Bank for staff member use will remain the property of the Bank.
8. If you hire your predecessor's household staff, **make sure that the previous employment contract has been properly terminated** according to local legislation.

**Contact:** Regional CAO's Office

## ***ENTERTAINMENT PACKAGE***

Staff with representational responsibilities are entitled to a basic entertainment package for representational purposes, consisting of china and wine glasses. Currently, the supplier for the Entertainment Package is Peter Justesen Company.

The procedure is in the .pdf file below.

[Entertainment Package Order Procedure for World Bank.pdf](#)

**Note:** At present, Procurement would prefer that the entertainment package be ordered through Peter Justesen Co. so to have homogenous packages in all country offices. Nonetheless, Procurement does not preclude a local purchase at a more favorable price, but they also recommend that clients obtain a comparative quote from PJ Co, in addition to the local quote.

## ***DIPLOMATIC CLAUSES***

In house rentals, the landlord may be a member of the diplomatic or military service who has been assigned overseas for two or three years. It is common in these situations to include in the lease a clause permitting the landlord to terminate the lease and recover possession of the house upon notice (usually 60 or 90 days) if he is unexpectedly reassigned back to the Washington area. World Bank staff members renting their homes while on assignment overseas may also wish to include such a clause in the rental agreement. Following is a sample:

“If at any time during the term of the lease the landlord is reassigned by the World Bank to the Washington metropolitan area and desires to resume residence in the leased premises and gives not less than 60 days notice in writing to that effect, specifying that it is given for the reason aforesaid, then, at the expiration of such a notice this lease shall terminate, without prejudice to the right of action of the landlord or tenant in respect of any breach of their respective covenants under said lease.”

This so-called "diplomatic" clause may also be written to permit the tenant subject to sudden reassignment to terminate the lease. World Bank staff members who think they may be assigned overseas may want this type of clause in their leases, of which the following is a sample:

“If at any time during the term of the lease, the tenant is assigned by the World Bank to duty outside the Washington metropolitan area and gives not less than 60 days notice in writing to that effect, specifying that it is given for the reason aforesaid, then, at the expiration of such notice and upon payment of the rent due until the date of such expiration, this lease shall terminate, without prejudice to the right of action of the landlord or tenant in respect of any breach of their respective covenants under said lease.”

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## D. INSURANCE: LIFE, MEDICAL, ACCIDENT

1. When you are away from Headquarters, you are covered by the same insurance policies as at Headquarters.
2. While on an extended assignment **you can change the Medical Insurance Plan administrator from Aetna to Vanbreda** for the duration of your extended assignment away from Headquarters. Under the International Administrator option, your MIP claims would be administered by Vanbreda International, a Belgian insurance broker with significant experience in international claims administration, instead of Aetna. The MIP coverage is nearly identical between Vanbreda and Aetna. However, Vanbreda may offer some advantages to staff with predominantly non-US medical and dental claims, including a multilingual call center in Antwerp, a large pool of hospitals and clinics worldwide that have direct billing arrangements with Vanbreda. As of September 1, 2008, **Vanbreda's preferred provider network in the US is Aetna**, so when you visit Washington, you can use the same doctors as you use now. Please note that Vanbreda does not support Option C. You must enroll within 31 days of arrival at your new duty station, and your start date with Vanbreda may not be immediate, especially if you start your new assignment after June 15 of a calendar year. While you are stationed abroad, you will be able to switch administrators each December for the following calendar year. For a Benefit Summary of the Vanbreda option go to <http://mip>. For an explanation of the coverage difference and general administrative issues click [here](#).
3. To find non-US providers associated with **Vanbreda**, access the [Vanbreda website \(www.vanbreda-international.com\)](http://www.vanbreda-international.com). If you are a Vanbreda member, log in. If you are not currently a Vanbreda member, use the information below to gain access:
  - Click on 'Member Access'
  - In the first line, Personal Reference Number, in the leftmost box, type 200
  - In the right box of Personal Reference Number, type WB0000 (case sensitive)
  - In the second line, Date of Birth, type 05/05/1962 (slashes not required)
  - Once you are logged in, click on 'Provider List'
4. To find non-US providers associated with **Aetna**, access the Aetna Global Services page (<http://www.aetnaglobalbenefits.com>). Click on Log In. You can log in with your Aetna Navigator id and password, if you have them. Otherwise you can register. Once registered, log in. The Welcome to My AGB page will appear. Scroll down and click on Find Health Care. The page Find a Doctor or Hospital will open.
5. The US prescription plan for Vanbreda is Caremark, formerly Pharmicare. Both Aetna and Vanbreda have no prescription plan outside the US.

### Contact:

For information on the plans:

Deborah White Brown; [dbrown2@worldbank.org](mailto:dbrown2@worldbank.org), ext. 37574

Aetna: [mclaims@aetna.com](mailto:mclaims@aetna.com), MSN MC C3-309, ext. 38666, fax 800-475-8751 (toll free), +1-813-775-0625

Website: [www.aetna.com](http://www.aetna.com)

Van Breda: [mcc200@vanbreda.com](mailto:mcc200@vanbreda.com)

Mailing Address:

Vanbreda International, Postbox 69, B-2140 Antwerpen, Belgium, +32 3 217 5798, +800 3 217 5798 (toll free from most countries), fax + 32 3 66 32 857

[www.vanbreda-international.com](http://www.vanbreda-international.com)

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**REMINDERS**

- Get a Safe Deposit Box to store insurance policies and other important documents such as CDs, IRAs, etc. as well as expensive jewelry.
- Leave a Will (make one if you haven't already) and a Power of Attorney with a friend or relative.

# E. MAIL AND DIPLOMATIC POUCH

1. Diplomatic Pouch is restricted to official mail and office supplies, pursuant to the Bank Group's Administrative Statement 2.30, which you should be familiar with. Exceptions include the following:

- Health supplies urgently needed by Country Office staff or their dependents which are not available at the destination point (for example medicines, eyeglasses, hearing aids, orthopedic devices, etc.). However, please be aware that all mails are x-rayed which may affect your medicines, and that such mail is subject to approval by the Bank's Health Services Department;
- Personal mail such as bank statements, bills or other important correspondence when **regular mail** service is unavailable or inadequate.
- Special order items for personal use limited to DVDs, CDs, audio/video tapes and books. These items must not be resold or used for commercial purposes.

2. Your address for the diplomatic pouch is:

(Staff member's name, or family member's name, in care of staff member)  
The World Bank Group, MSN + country office Mail Stop # <sup>1</sup>  
[Location of WB or IFC country office]  
PO Box 27839  
Washington, DC 20038-7839

3. Spouse should have the same categories of mail addressed "in care of" (c/o staff member's name) to facilitate distribution.

4. You may also forward your **properly stamped** personal business correspondence via the diplomatic pouch for mailing in Washington.

5. Notify all accounts (utilities, credit cards, banks, etc.) of your new address; don't forget to cancel club memberships.

6. Take a supply of U.S. postage stamps for use with the Diplomatic Pouch or for mail you may send back with visiting Bank staff.

7. Update Telephone Directory information through [isg.worldbank.org](http://isg.worldbank.org).

8. Update your **Home Address and/or Notification in Case of Emergency** via the HR Kiosk (<http://hrkiosk>).

**Contact:** GSD Help Desk  
Ext: 31010

<sup>1</sup> See list in the GSD Mail and Shipping page:  
<http://intranet.worldbank.org/WBSITE/INTRANET/UNITS/GSD/INTGSDMAILMSNGR/0,,contentMDK:21605885~pagePK:216288~piPK:216285~theSitePK:285486,00.html>

## Forms:

- U.S. Postal Service Change of Address Form
- 

## F. SALE/RENTAL - WASHINGTON AREA PROPERTY

1. HRSGM Global Relocation/Mobility Specialists can refer you to real estate agents or property management companies for the sale or rental of your Washington area house or apartment.
2. The specialists can advise you on all aspects of the real estate process including resettlement to the Washington area upon your return.

### Contact:

Global Mobility (HRSGM)  
Room MC 8-530  
Ext. 32445, fax 202-522-2154  
Email: [globalmobility@worldbank.org](mailto:globalmobility@worldbank.org)

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## G. SCHOOL ADVISING

1. HRSGM Relocation/Mobility Specialists will brief you on school availability at the duty station, educational options, compatibility of systems and re-entry issues.

### Contact:

Global Mobility (HRSGM)  
Room MC 8-530  
Ext. 32445, fax 202-522-2154  
Email: [globalmobility@worldbank.org](mailto:globalmobility@worldbank.org)

## ***CHILDREN AND COUNTRY OFFICE ASSIGNMENTS***

Nearly all staff returning to headquarters, when asked whether the overseas experience was beneficial to their children, answer with an enthusiastic "Yes." The consensus seems to be that children in elementary school (ages 6-11) are easiest to move (old enough to remember, young enough to adapt easily to a new school). However, there are definite advantages to taking younger and older children. Quality one-on-one child care, for example, is much easier to arrange in developing countries; and teens can benefit educationally and culturally by the experience of living in another country before going off to university.

### **Educational and health factors to consider**

Depending on the concerns and characteristics of each family, a number of issues may need to be addressed prior to deciding whether to move one's family. For example:

1. Is there an appropriate school in the Post Country? If not, do alternative approaches (home schooling, boarding school) appeal to you and your children? The Global Mobility Team members are available to answer questions about the compatibility of different educational systems, assist in grade placement and advise you on schooling options such as correspondence or boarding schools.
2. Does your child have special educational needs which may be met by the new school? Keep in mind that many international schools are partially or fully funded by the U.S. State Department. When this is the case, many special educational needs may be addressed by the school. Schools differ in the level of services provided; be sure to check with the school principal for specific information.
3. Are there health concerns which must be considered? If your child has a chronic health problem such as a heart condition or asthma, for example, it is of utmost importance that medical advice be sought before a Decision is made. The Bank's Health Unit is prepared to answer your questions about specific health concerns, provide information about related environmental conditions that could affect your child's health and brief you on the availability of health facilities in the Post Country.

### **Once the decision has been made...**

Tell your child about the impending move as early as possible. It is much better that the news come from parents than from someone else (i.e., friends, neighbors, teachers). Also, the more your child is involved in planning the move, the easier the adjustment will be. Including a child in the pre-departure shopping and in planning the itinerary are ways to ensure that he or she feels a part of the process. Don't expect miracles, however. Many young children balk at radical change and teenagers can be especially resistant to the idea of leaving their peers. Since fear of the unknown can alter a child's behavior, it is important to inform your child's teacher about your plans.

### **Timing your move**

Ideally, families with children should try to time their move to coincide with the beginning of the school year. American international schools often start much earlier (mid-August) than Washington, D.C. area schools, so you need to plan accordingly.

## Ways to make the move easier on your child

Some children (not to mention adults!) cope better than others in adapting to new situations. Moving, whether around the corner or around the world, can be a stressful experience. Here are some hints that may help parents and children:

1. Encourage your child's curiosity about your new home. The public library has a wealth of information for children about countries in Africa, Asia, Eastern Europe and Latin America. Get a world map or atlas and help your child find your new home.
2. If you and/or your spouse are studying the language of your Post Country, make a game of teaching your child a simple phrase or how to count to 10 in the new language. Even a two year old can have fun doing this.
3. If your child's prospective school is still in session, have her write a short letter to the grade-level class that she is currently in. Suggest that the letter include some questions to the class (e.g., what do most of the kids wear to school?, where do they eat lunch?). The letter can include a cover note from you asking that the teacher read the letter aloud to the class. When your child enters the new school, some of the other children may remember these questions and offer help and advice.
4. Get your school-aged child an address book. Help her collect friends' names and addresses. The idea of maintaining ties with current friends will help make the move less difficult and will ensure a smoother re-entry process when you return to the Washington area.

## Some Suggestions on What to Bring

**Records** - If you are planning to move during the summer, obtain a copy of your child's school record BEFORE the end of the school year. The record should include the last report card, scores from standardized tests, the reading and math series used (including the level) and some samples of your child's work (e.g., a math test and a writing sample). Be sure to take a copy of your child's immunization record along with the pediatrician's name, address and phone number. If you have a child with special needs, whether educational or medical, you will need additional reports from specialists (e.g., the speech therapist, the allergist, etc.). Even if your child will not be receiving special services at your new location, it is advisable to have all this information compiled before you depart for your new assignment. It will help the classroom teacher, the local doctor and will be invaluable upon your return to Washington.

**Clothing/Shoes** - Much of the pre-departure shopping for your children will be determined by whether or not the new school requires a uniform. If it does, some shopping will have to be done upon arrival at the Post Country. It's a good idea, in any case, to plan ahead and purchase extra to grow into. Of course, locally made clothing, although usually not a bargain, can "make do." Locally made sneakers for children, by the way, seem to be universally available.

**Toiletries and medications** - Products like shampoo, insect repellent, sunscreen, etc., made especially for children, may not be available in the Post Country, so take a large supply. It's also wise to take enough of your preferred over-the-counter children's medications such as pain reliever, vitamins, cough medicines (check the expiration dates before buying too much).

**Art Supplies, Hobby and Sports Equipment** - Even in countries where supplies and equipment are readily available, they are generally far more expensive with much less selection. Buying these items before you depart can save a lot of time and money later on.

Holiday/Birthday Provisions - Toys are generally very expensive in developing countries, so plan ahead concerning holidays and birthdays by stocking up on cards, gift wrap, decorations, birthday candles, etc., both for your own children and their friends. Of course, you'll want to make a special effort to keep surprise items out-of-sight.

Book Lists - Grade-appropriate book lists are available at your child's current school and at your local public library. You can request specific books by title and author and have them sent to you. Once again, plan ahead for the next few years.

### **If you have to leave a pet behind...**

There are many circumstances which make taking a pet along on a Country Office assignment difficult, if not impossible (e.g., too old?, climate too hot/humid?, long quarantine period?, etc.). If you are unable to take your pet with you, it is important that you reassure your child that the pet will be okay. Plan ahead and find a good home for the pet. Give the new owners a pre-addressed postcard so that they can let you and your child know how the pet is doing.

### **And don't forget to pack...**

Be sure to include your child's most cherished possessions in your carry-on baggage. It's a lot nicer (and easier) to sleep in a new room, in a new home, in a new country with a favorite teddy bear. Keep in mind that the surface shipment may take months; thus, items which will be needed immediately (e.g., school supplies, lunch boxes, school bags) should be included in your air freight, particularly if you are arriving at the Post Country close to the start of school.

Good luck and best wishes as you embark on an exciting family adventure!

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# H. SECURITY

GSD Security now has Regional Security Advisers (RSA's) serving abroad in all the regions. They are in the best position to reach out to and assist international staff members assigned to country offices in their respective regions. For a current list of the RSAs and the regions they cover check the Who's Who in the Security web site:

<http://intranet.worldbank.org/servlet/main?menuPK=310259&pagePK=216347&piPK=216353&theSitePK=310229>

Gil S. Grein has been tasked to work with HR to correlate the messages to international staff members and ensure the appropriate RSA is informed.

In the [Security web page](#) (type 'Security' in the address line in your Intranet web browser) you can find:

- Global Security Awareness Course – A 45 minutes interactive course. This course is also available as a DVD

In the section Mission Travel and Tools you can find:

- City Briefs and Visiting Missions Notes
- Travel Advisories

Red Cross educational presentation on preparedness in the [Red Cross site \(www.redcross.org](http://www.redcross.org) "Be Red Cross Ready")

Links:

[Administrative Manual Statement 6.40: Global Security](#)  
[Who's Who in Security](#)

**Contact:**

[Tanya Lynn Sisler](#), GSDSO  
Ext. 31101, room H2-379

# I. SPOUSE INFORMATION AND CAREER

Spouses of Bank staff are strongly encouraged to attend the following events:

1. Overseas Assignment Briefing Session – a day-long session last Wednesday (or Tuesday) of the month. See [sample agenda](#) on page 5.
2. Meeting with the Relocation Advisors. See [page 6](#).
3. Meeting with the HR Service Center to review benefits. See [page 7](#).
4. Health briefing. See [page 9](#).

HRSKM Spouse Career Support Specialists can provide information about career opportunities, transition and career coaching, training for job search skill.

The World Bank Group has partnered with other UN agencies to support the Dual Career and Staff Mobility program. The purpose of this program is to help families settling in new duty stations and assist spouses in their job search. Main tool of the program are the Local Expatriate Spouse Associations (LESA) which are being established in all countries. For more information see the program website: <http://www.unstaffmobility.org/home/>

## Contact:

Global Mobility (HRSKM)  
Room MC 8-530  
Ext. 32445, fax 202-522-2154  
Email: [globalmobility@worldbank.org](mailto:globalmobility@worldbank.org)

## World Bank Family Network

1. The WBFN Office, located in the H Building, Room H 2-200, has reference materials on moving and cross-cultural adjustments.
2. Informal briefings with other Bank families who have resided in your duty station can be arranged.
3. Please notify the WBFN Office of your departure. Your spouse will continue to receive the WBFN Newsletter Mosaic at the duty station.

## Contact:

WBFN  
Room H 2-200, email: [familynetwork@worldbank.org](mailto:familynetwork@worldbank.org), ext. 38751, fax 202-522-3142

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## J. TAXES

1. In accordance with the Tax Increase Prevention and Reconciliation Act of 2005, U.S. nationals living and working overseas, who qualify by remaining in a country outside the United States for a minimum of 330 full days in any consecutive twelve-month period may exclude from their income for federal tax purposes:
  - Income received from the Bank up to a maximum of \$87,600 (effective January 1, 2008, indexed for inflation each year), and
  - A housing amount, if applicable. This annual housing exclusion is calculated as the housing cost ceiling (30% of the exclusion amount =  $.3 \times \$87,600 = \$26,280$ ) (or actual housing if lower) minus 16% of the exclusion amount ( $.16 \times \$87,600 = \$14,016$ ). The exclusions are calculated on a daily basis. Notice 2007-77 lists the higher ceiling amounts for specific high housing cost locations. Both the staff-paid and the Bank-paid housing costs can be used for this calculation.

The Stacking Rule is in effect for calculating the federal income tax. The federal income tax is calculated as the tax on taxable income plus the foreign exclusion amount, and then subtracting the tax on the foreign exclusion amount.

If you do not meet the requirements for the Physical Presence Test (330 full days abroad in 12 consecutive months), please refer to Staff Rule 6.04 (Paragraph 3.08) and IRS Publication 54 for requirements for the Bona Fide Residence Test for a entire calendar year of residency abroad.

For additional information, please refer to IRS Publication 54 for Overseas Filers for Form 1040, Form 2555 with Instructions, and Notice 2007-77 at [www.irs.gov](http://www.irs.gov).

2. Travel time to and from the U.S. (as opposed to residence) does not qualify towards the minimum 330-day requirement. Travel between or among other countries does qualify towards the minimum, so long as no part of a day is spent traveling within, through or over the United States. The 12-month qualifying period is different for each staff member since it begins on the date of arrival at your duty station. Thus, the qualifying period likely does not coincide with a tax year. Please contact the Tax Service Desk for further consultation on how to apply to the 330-day test to your particular circumstances.
3. U.S. citizens will be expected to qualify for this tax exclusion under Staff Rule 6.04 unless your manager at the level of Director or above agrees to exempt you from this requirement. A request for exemption may be approved only if operational and/or personal circumstances would require your extended presence in the U.S. The exemption should be sought from your manager in advance of any failure to attain 330 days abroad. If your request for exemption is approved, your individual tax circumstances will be reviewed by an external accounting firm to determine whether you would still qualify for the tax exclusion on an alternative basis. Please see Staff Rule 6.04, para 3.08, which explains this process in greater detail.
4. These arrangements will not in any way affect a spouse's travel to the U.S. unless he/she, too, has earned income overseas and wishes to qualify for tax exclusion on those earnings.
5. U.S. citizens should request **I.R.S. Publication 54: Tax Guide for U.S. citizens and Resident Aliens Abroad**, at <http://www.irs.gov/>

6. **All staff members** should check with the **Tax Service Desk** regarding the tax implications a Country Office assignment may have on capital gains rollover, exemption eligibility and the rental and sale of a principal residence, if applicable.

## ***BONA FIDE RESIDENCE TAX FILING***

Questions have come up recently requesting clarification of Bank policy on the "bona fide residency abroad" option with respect to tax purposes for US citizens serving in our country offices (CO). We have contacted the Tax Service Desk and obtained the following response and guideline.

The "bona fide residency abroad" determination allows US citizen to visit the US for more than the 35 days per calendar year that has long been considered the limit for our US staff based in COs. It is thus an important element facilitating the decentralization plan of the Bank, especially for CO-based managers and other staff that need to visit Washington quite frequently. The Bank has formally introduced this option in 1999; at present some 40 percent of US staff based in CO are availing themselves of this option. The procedures are as follows:

- Staff should consult Staff Rule 6.04 "Tax Allowance".
- The staff member has to obtain approval from a manager at director level and above. An approval email will then be sent to Sara Bergman (Principal Accounting Officer, ACTBM) and cc: Patricia W. Haas (Tax Specialist).
- Upon notification, the Bona Fide Residence Questionnaire will be sent to the staff member to provide relevant information.
- PricewaterhouseCoopers, retained by the Bank to evaluate the questionnaires, determines whether the staff member qualifies for the "bona fide residency abroad" status. PwC bills \$217 for the cost of this service.
- Staff who qualify under the "bona fide residence abroad" status can chose from two accounting firms that will prepare the staff member's tax return: PricewaterhouseCoopers and The Wolf Group. The Bank pays for this service (estimated at \$1,669 per filing), as well as any incremental tax liability arising from an adverse IRS ruling (related only to Bank income.)

Please bear in mind the contingent liability as well as actual costs for the Bank to manage this program. Hence there is the requirement for managerial approval.

Each U.S. citizen staff is advised to have an individual tax consultation with Ms. Patricia W. Haas, Tax Specialist ((202)458-4337, Room MC5-555) before accepting an overseas assignment so that tax implications can be delineated.

### **Contact:**

Tax Service Desk

E-Mail Address: TAX SERVICE DESK, ext. 84191, fax 202-477-1406.

### **Forms:**

- #1040 (IRS) U.S. Individual Tax Return
- #2555 (IRS) Foreign Earned Income



## K. TRAINING

1. Consult the Learning Catalog in the Intranet for relevant courses offered at Headquarters.
2. The **Language and Culture Training Program** offers group training in all major languages for you and your spouse/domestic partner who will relocate with you. There is no charge for this training. For more information visit the Intranet site <http://language> or send a message to [language&culture@worldbank.org](mailto:language&culture@worldbank.org).
3. You may wish to contact the Overseas Briefing Committee of the World Bank Family Network at ext. 38751 to talk to a volunteer member who has first-hand country experience in the location of your posting.

### COUNTRY MANAGER TRAINING

A bi-annual training program is offered to assist new Country Managers in carrying out their management responsibilities. (Training is announced in the Learning Catalog) The program covers financial management and control, resource management under SAP, budget preparation and monitoring, Internal Audit, dealing with ethical issues, security, appointment of local staff and consultants, compensation arrangements, discipline and termination procedures, and managing cultural issues.

**Contact:** Gabriela Gold

Program Manager, Management Learning  
HRS Leadership and Organizational Effectiveness  
World Bank Group  
tel. 202-473-4073  
fax. 202-522-3474  
MSN G3-301  
e-mail [ggold@worldbank.org](mailto:ggold@worldbank.org)

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## L. VISA INFORMATION

### Visa for the duty station country

1. The American Visa Office in Washington only processes business visas relating to mission travel. They will also handle requests for personal tourist visas upon request and after payment of a service fee. Both business and tourist visas assume a temporary stay and almost always require that the traveler have roundtrip tickets.

2. When a staff member is moving to a new duty station, different visas are required. For these visas, travelers should plan to contact the relevant consulate personally to advise the intended length of stay and to determine what type of visa will be needed based on his/her nationality. Often it will be necessary to appear personally for an interview and additional documentation of a sensitive nature may be required (medical, employment verification, insurance, etc). **Staff should allow sufficient time to contact the consulate as American Express cannot assist in obtaining these visas.**
3. 2. A **status** visa, which is related to employment and residence in the country of the duty station, can generally be obtained only at the duty station after arrival. **The Bank office in the host country must take the necessary steps prior to your arrival at the post.** Please alert the Bank office to your arrival and ask whether you need to take any actions before leaving Washington.
4. Once arrived at the duty station, **it is advisable** to apply for a **United Nations Family Certificate** for your dependents, valid for certain countries. This document can be obtained through **the American Express, Visa Office.** (See AMS 3.40C)

**Contact:** American Express Visa Office, Room MC C2-270  
Ext. 37634, fax 202 477 2155

## The G4 and other Visas

1. G-4 Visa status is valid **only** when you (and **your spouse, if accompanying you**) travel to the U.S. on **official** business.
2. You and your dependents traveling to the U.S. on personal business should obtain Visitors' Visas from the U.S. Consul at the duty station.
3. Children who wish to remain in the U.S. to continue their education while you are stationed in the Country Office should apply for an F-1 Student Visa.
4. If you or your dependents are U.S. Permanent Residents ("green card" holders), you may use your "green card" for re-entry into the U.S. after absences not exceeding one year.
5. If the expected absence from the U.S. will be more than one year, a re-entry permit should be obtained from the U.S. Citizenship and Immigration Services (USCIS). This must be applied for **before leaving the U.S.** Re-entry permits are valid for two years.
6. Check with the Visa Unit regarding the implications an assignment away from headquarters may have on "green card" eligibility for you and **your dependents** particularly if you are near retirement and plan to remain in the U.S.
7. You may renew your G-4 Visa (for official travel only) while in the Country Office through the HR Service Center. For the procedure, check the HR web page, [Request/Renew G4 Outside U.S.](#)

**Contact:** HR Visa Unit, MSN G2-202  
Ext. 34466, fax 202-522-7026

## Forms:

- Application for United Nations Family Certificate (UN Form PT-39) to be obtained from the Bank's Passport and Visa Office



# RELEVANT FORMS

#263 ..... Medical Assessment Questionnaire (available from HSD)

#271 ..... Application for Financial Assistance (available from the HR web site:  
[http://iris1037.worldbank.org/domdoc/PRD/Other/PRDDContainer.nsf/WB\\_ViewAttachments?ReadForm&ID=85256D24007673BA852570EE001CD939&](http://iris1037.worldbank.org/domdoc/PRD/Other/PRDDContainer.nsf/WB_ViewAttachments?ReadForm&ID=85256D24007673BA852570EE001CD939&)

#1936 ..... Request for Travel Medicine for Staff or Dependents (available from the HSD web site  
<http://intranet.worldbank.org/WBSITE/INTRANET/UNITS/INTHSDEP/0..contentMDK:20949959~menuPK:1177844~pagePK:51191467~piPK:51191087~theSitePK:1148856,00.html>

- Application for United Nations Family Certificate (available at AMEX Visa Office)
- Application for International Driving Permit (available online at [http://www.aaamidatlantic.com/travel/travel\\_tools.asp](http://www.aaamidatlantic.com/travel/travel_tools.asp) or at AAA offices)
- Insurance Forms (available from the shipper)
- U.S. Postal Service Change of Address form (available at post offices)
- U.S. Internal Revenue Service Forms (please contact the Tax Service Desk, extension 84191, MC 5-559, SE Elevators, for the following forms)
  - #1040 Individual Tax Return
  - #2555 Foreign Earned Income

## 2. CONTACTS

### **American Express**

Room MC C2 270

Tel. 202-473-8395, fax 202-477-6266

### **Country Health Services Unit**

- Mary Pim Margulies  
Room MC 2-450, MSN MC 2-203  
Tel. 202-458-5183, fax 202-522-1616
- Lorraine Lynch Nagy  
Room MC 2-445, MSN MC 2-203  
Tel. 202-458-4505, fax 202-522-1616

### **Global Mobility (HRSGM)**

Room MC 8-530

Tel. 202-473-2445, fax 202-522-2154

Email: [globalmobility@worldbank.org](mailto:globalmobility@worldbank.org)

Website: [hr->Global Mobility](#) (type hr, then select Global Mobility from the left navigator)

### **HR Service Center**

Room G 2-132,

Tel. 202-473-2222, fax 202-522-2150

Email: [HR Service Center](#)

Website: [hr](#)

### **HSD Medical Clearance**

Email: [medicalclearhsd@worldbank.org](mailto:medicalclearhsd@worldbank.org)

Tel. 202-458-1332

### **Insurance, Medical**

MSN MC C3-309

Tel. 202-473-8666, fax 881-351-5004

Email: [mclaims@aetna.com](mailto:mclaims@aetna.com)

### **Insurance, Shipping & Storage**

- Willis Relocation Risk Group  
11240 Waples Mill Road, Suite 301  
Fairfax, VA 22030  
Email: [wrrg.wb@willis.com](mailto:wrrg.wb@willis.com)
- Susy Castellanos, Senior Account Manager  
Tel. 202-536-4438, Mobile +502-5630-4629, fax 703-591-1052  
Email: [wrrg.wb@willis.com](mailto:wrrg.wb@willis.com)

*Send claims to:*

- Susan Miller  
Tel. 703-460-6147, fax 703-591-1052  
Email: [wrrg.wb@willis.com](mailto:wrrg.wb@willis.com)

*For accompanying baggage insurance or claims: Susy Castellano (see above)*

**Pouch, Diplomatic**

GSD Help Desk  
202-473-1010

**Security, Corporate (GSD)**

Tanya Lynn Sisler  
Room H2-379  
Tel. 202 473-1101

**Security International (Moving Company)**

- Margaret Albright, Project Manager  
Tel. 202-797-5682 or + 202-473-5677, fax 202-454-5962  
malbright@sscw.com
- Bridget Walsh  
Tel. 202-797-5686, fax 202-454-5962  
bwalsh@sscw.com

**Shipping (GSD)**

- Ignacio Alcalde  
Room MC 1-427, MSN MC 1-102  
Tel. 202-473-6878, fax 202-522-3239
- Ursula Hubert  
Room MC 1-424, MSN MC 1-102  
Tel. 473-1589, fax 202-522-3239

**Tax Service Desk**

Tel. 202-458-4191, fax 202-477-1406  
Email: Tax Service Desk

**VISA UNIT, HR**

MSN G 2-202  
Tel. 202-473-4466, fax 202-522-7026

**WBFN Room H 2-200**

Tel. 202-473-8751, fax 202-522-3142  
Email: [familynetwork@worldbank.org](mailto:familynetwork@worldbank.org)

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