

AOK Moving Services & Cost Assistance

Your trusted partner for stress-free relocations across Germany — combining professional moving expertise with financial support programmes tailored to individuals, families, and businesses.

BUTLER UMZÜGE GMBH · BERLIN



What We Cover

Your Complete Relocation Guide

This presentation walks you through everything AOK offers — from packing your first box to receiving reimbursement for your moving costs. Here is what to expect:

01

Moving Services

An overview of AOK's professional relocation solutions for homes and offices.

03

Financial Assistance

How AOK supports eligible members with subsidies and reimbursements.

02

Key Features & Tips

Detailed breakdown of service features and expert advice for a smooth move.

04

Application Process

Step-by-step guidance on applying for moving cost assistance across Germany.



AOK Moving Services: An Overview

AOK is committed to providing comprehensive moving solutions that ensure a seamless transition for every customer. Whether you are planning a local move within the same city or a long-distance relocation across Germany, AOK's experienced team handles your belongings with care and delivers on time — every time.

Why Choose AOK Moving Services?

AOK has built a trusted reputation in the German moving industry by putting customers first. Here is what sets them apart from the competition:



Experienced & Reliable

Trained professionals who prioritise the safety of your belongings at every stage of the move.



Affordable & Transparent

Competitive rates with no hidden charges — you know exactly what you are paying for.



Stress-Free Process

A dedicated team manages every aspect of your move efficiently so you can focus on settling in.

Key Features of AOK Moving Services

AOK's service portfolio is designed to cover every aspect of your relocation — no matter how complex or straightforward your move may be.

1

Packing & Unpacking

Expert packing ensures items are secured for transport. Upon arrival, the team assists with unpacking to save you time and effort.

2

Furniture Disassembly

Large or fragile furniture is carefully disassembled before the move and professionally reassembled at your new location.

3

Customised Plans

Every move is unique. AOK creates personalised relocation plans based on your specific timeline, budget, and requirements.

4

Office Relocations

Businesses can rely on AOK for professional office moves that minimise downtime and disruption to daily operations.

Local Moves

Within Your City or Region

AOK's local moving teams have deep knowledge of German cities — navigating narrow streets, parking restrictions, and building regulations with ease. Fast, efficient, and fully coordinated.



Whether you are moving one floor up or across town, AOK ensures a smooth and timely transition with minimum disruption to your daily life.

Long-Distance Moving Services

For relocations spanning cities, federal states, or the entire length of Germany, AOK provides end-to-end logistics management. Every detail — from route planning to secure loading and unloading — is handled by specialists in long-distance moves, ensuring your belongings arrive safely and on schedule.



Office Relocation Services

Business moves demand a higher level of coordination. AOK's office relocation service is built around minimising disruption so your team can get back to work as quickly as possible.



Careful Equipment Handling

IT infrastructure, furniture, and sensitive documents are packed, transported, and reinstalled by trained specialists.



Seamless Setup

AOK coordinates the full setup at your new premises — from furniture arrangement to ensuring workstations are operational from day one.

Furniture Relocation Solutions

Moving furniture — especially heavy, oversized, or antique pieces — requires specialist knowledge and the right equipment. AOK's furniture relocation team uses modern lifting tools, protective wrapping, and purpose-built transport vehicles to ensure your items arrive without a scratch.

→ Heavy & Bulky Items

Sofas, wardrobes, and piano transport handled safely using professional-grade equipment.

→ Fragile & Antique Pieces

Custom protective packaging and careful handling protocols for irreplaceable items.



Expert Advice

Packing Tips for a Smooth Move

Preparation is the key to a stress-free move. AOK's experienced team recommends these practical steps to help you get organised well ahead of moving day.

1 Label Every Box Clearly

Mark each box with its contents and the destination room. This saves significant time during unpacking and helps movers place items in the right locations immediately.

2 Use Protective Materials

Wrap fragile items in bubble wrap or packing paper, and fill empty space in boxes with soft materials to prevent shifting during transport.

3 Start Packing Early

Begin packing non-essential items several weeks in advance. Tackling one room at a time prevents the overwhelming feeling of last-minute rushing.



Strategic Partnership

Butler Umzüge & AOK

To deliver the highest standard of relocation services, AOK proudly partners with **Butler Umzüge GmbH** — a highly regarded moving company with extensive experience in handling complex relocations across Europe. This collaboration combines AOK's financial and organisational support with Butler Umzüge's operational expertise, resulting in a seamless, premium moving experience for every customer.


Contact Butler Umzüge

Moving with Confidence

Butler Umzüge GmbH

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 **info@Butler-Umzuege.de**

 **www.Butler-Umzuege.de**

Why Butler Umzüge?

- Specialists in all-of-Europe relocations, not just domestic moves.
- Fully trained crews equipped with modern vehicles and tools.
- Dedicated customer support available six days a week.
- Trusted AOK partner for both personal and business relocations.

Affordable Moving Quotes by AOK

AOK believes that high-quality relocation services should be accessible to everyone. Their pricing model is built on complete transparency — no surprise surcharges, no hidden fees. Customers receive a detailed, itemised quote before the move begins, allowing full budget planning and peace of mind.

Transparent Pricing

Every cost is outlined clearly in your quote — you pay exactly what is agreed.

Competitive Rates

AOK's pricing is benchmarked against the market to ensure you get excellent value.

Tailored Quotes

Quotes are personalised to your move size, distance, and specific service requirements.

Fast & Efficient Moves with AOK



Time is valuable, and AOK's logistics team is trained to optimise every stage of your move. From pre-move planning to final delivery, AOK uses proven scheduling techniques and route optimisation to ensure your relocation is completed within the agreed timeframe — with no unnecessary delays.

Pre-Move Planning

Detailed scheduling coordinated around your availability and building access.

Route Optimisation

Smart logistics to reduce transit time, especially for long-distance moves.

Customised Relocation Plans

No two moves are identical. AOK works closely with each customer to develop a relocation plan that fits their unique circumstances — whether that means a weekend move, a phased office transition, or special handling for sensitive items.



Personal Consultation

An AOK representative assesses your needs and builds a plan around your timeline and budget.



Flexible Scheduling

Move dates and service timings are arranged around your convenience, including weekends.



Adaptable Services

Add or remove services as your requirements evolve — AOK's plans are never one-size-fits-all.

End-to-End Management

From the first packing box to the final piece of furniture in place, AOK manages the entire relocation process.

Documentation Support

AOK assists with the administrative side of moving, including permits and building access coordination.

Dedicated Move Manager

A single point of contact coordinates all parties and keeps you informed throughout the process.

Comprehensive Solutions

Everything Under One Roof

AOK's all-encompassing approach means you never need to juggle multiple service providers. One team, one plan, one seamless move.

FINANCIAL SUPPORT PROGRAMME

Financial Support for Relocation Costs

Beyond outstanding moving services, AOK offers dedicated financial assistance programmes to help eligible members manage the costs of relocation. These subsidies and reimbursements are designed to reduce the financial burden of moving, making transitions more manageable for individuals, families, and businesses across Germany.



AOK Moving Cost Assistance: Overview

AOK's financial support programmes provide subsidies and reimbursements for members relocating within Germany. The assistance is structured to cover a broad range of moving-related expenses, ensuring that financial constraints do not prevent a smooth transition to a new home or workplace.

📄 Assistance levels and coverage details may vary by region.
Always confirm current eligibility with your local AOK office.

What Is Covered?

- Packing materials and labour
- Transportation costs
- Furniture disassembly and reassembly
- Other eligible relocation expenses

Eligibility Criteria for Cost Assistance

To qualify for AOK's moving cost assistance programme, applicants must satisfy two core requirements. Meeting both criteria is essential before submitting an application.

Active AOK Membership

You must be a current, active member of AOK at the time of your relocation and application. Membership status is verified during the review process.



Proof of Relocation Expenses

You must provide documented evidence of your moving costs — including invoices, receipts, and contracts from service providers — to support your reimbursement claim.

Regions Covered by AOK Relocation Support

AOK's cost assistance programmes extend across all major German federal states, ensuring that members throughout the country can access financial support for their relocation needs.



Whether you are relocating in the north, south, east, or west of Germany, AOK's regional offices are ready to support your application and guide you through the process.

Step-by-Step Guide

How to Apply for Moving Cost Assistance

AOK has designed the application process to be as straightforward as possible. Following these steps carefully will help ensure your claim is processed without unnecessary delays.





Gather
Documents

Complete
Application

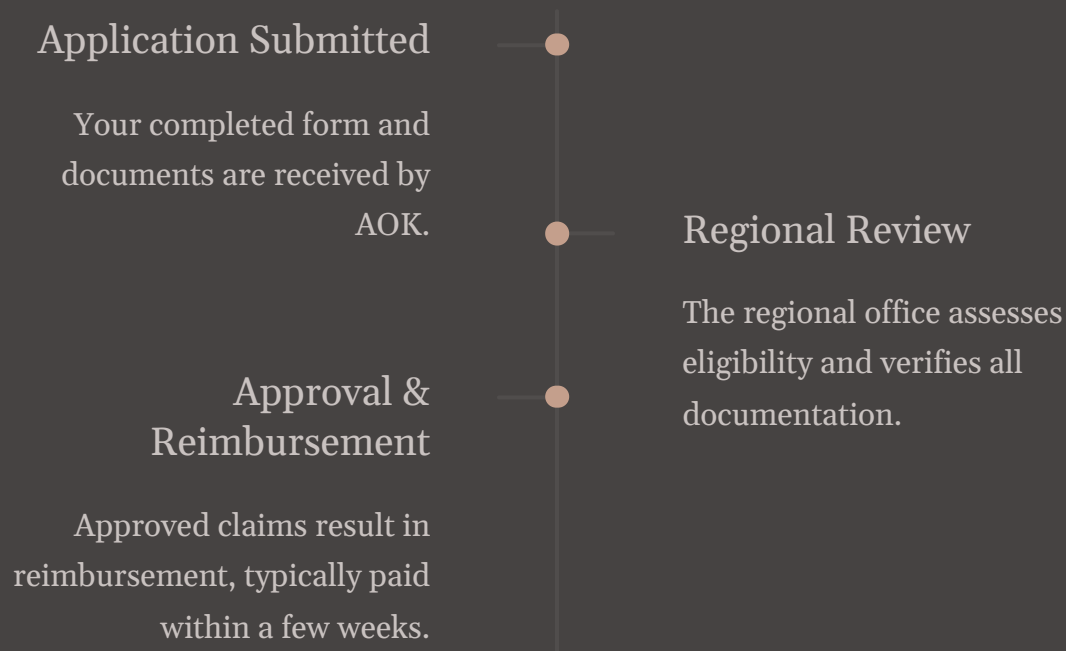
Submit
Application

Await
Approval

The entire application process — from gathering documents to receiving reimbursement — typically takes a few weeks. Starting early and ensuring all documentation is complete will help avoid any delays in approval.

Reimbursement Process Explained

Once your application is submitted with all required documentation, it is forwarded to the relevant regional AOK office for review. The assessment considers your membership status, the eligibility of your expenses, and the completeness of your documentation.



Processing Time

Most applications are processed within a **few weeks** of submission. Processing times may vary depending on the regional office workload and the completeness of your application.

Tip

Follow up with your local AOK office if you have not heard back within three weeks of submission.

Key Benefits of AOK Relocation Support

AOK's financial assistance programme is designed with the member's experience in mind — reducing stress, simplifying administration, and providing meaningful financial relief during one of life's most demanding transitions.



Reduced Financial Burden

Subsidies and reimbursements directly offset moving costs, making relocation accessible regardless of budget constraints.



Simplified Application

The step-by-step process is clear and manageable, with AOK representatives available to guide you at every stage.



Nationwide Coverage

Assistance is available in all major German regions, ensuring no member is left without support regardless of where they are relocating.

Moving Subsidy Application: Simplified



If the online process feels overwhelming, AOK's local offices provide hands-on support. Staff are trained to walk applicants through the entire process — from identifying the correct form to reviewing documentation before submission.

- Visit your nearest AOK office or access the online portal.
- Speak to a representative for personalised guidance.
- Submit your application with confidence, knowing it is complete.

Regional Highlights: Cost Assistance Programmes

AOK tailors its financial support to the specific needs and regulations of each German federal state. Here is a snapshot of what select regions offer:

Hessen

Moving allowance requests available for eligible members, with a straightforward application process through the regional office.

Baden-Württemberg

Relocation aid customised to individual requirements, including support for both short-distance and long-distance moves.

Rheinland-Pfalz

A streamlined subsidy application process designed for speed and clarity, minimising administrative effort for applicants.

Sachsen-Anhalt

Dedicated relocation subsidies available, with regional advisors on hand to assist with the documentation process.

Cost Coverage Details by Region

Hessen

- Moving allowances for eligible active members
 - Covers transportation and packing costs
 - Applications handled through regional AOK Hessen offices
-

Bayern

- Reimbursement for eligible relocation expenses
- Furniture disassembly/reassembly costs included
- Apply online or at any Bayern branch

Baden-Württemberg

- Relocation aid tailored to specific individual needs
 - Covers both local and cross-regional moves
 - Flexible documentation submission options
-

Schleswig-Holstein

- Moving cost support for families and individuals
- Dedicated case managers for complex relocations
- Fast-track processing available in select cases

Tips for a Successful Application

A little preparation goes a long way. These best practices will help ensure your AOK moving cost assistance application is processed smoothly and without unnecessary delays.



Organise Your Documents

Gather all receipts, invoices, and contracts related to your move *before* starting the application. Incomplete submissions are the most common cause of delays.



Submit Promptly

Submit your application as soon as possible after your move is complete. Some regional programmes have submission deadlines that must be respected.



Follow Up Proactively

If you have not received a response within three weeks, contact your local AOK office to check the status of your application and provide any additional information requested.



Frequently Asked Questions

Your Questions Answered

Here are the most common questions AOK customers ask about moving services and cost assistance programmes — answered clearly and concisely.

FAQs: Moving Services

What services does AOK offer for moving?

AOK provides local and long-distance relocation, office moves, furniture transportation, packing and unpacking services, and fully customised relocation plans tailored to your needs.

How does AOK ensure the safety of my belongings?

AOK uses modern equipment, trained professionals, and quality protective materials for all items — especially fragile ones — ensuring safe handling throughout the entire move.

Can AOK help with furniture disassembly and reassembly?

Absolutely. AOK's team disassembles large or complex furniture before the move and professionally reassembles everything at your new home or office.

Does AOK offer customised relocation plans?

Yes. Every plan is tailored to the customer's specific requirements — covering timeline, budget, service scope, and any special handling needs.

FAQs: Cost Assistance

What expenses are covered under cost assistance?

Covered expenses typically include packing materials, transportation costs, furniture disassembly and reassembly fees, and other eligible relocation-related costs. Coverage varies by region.

How long does reimbursement processing take?

Most applications are reviewed and reimbursed within a few weeks. Processing times may vary depending on the regional office and the completeness of your submission.

Can I apply for cost assistance online?

Yes. Applications can be submitted through the official AOK website. Alternatively, you can visit your nearest local AOK office for in-person guidance and support.

What documents are required?

You will need to provide proof of relocation expenses such as receipts and invoices. Additional documents may be requested based on your individual case and region.

"AOK made my move from Frankfurt to Berlin completely stress-free. The team was professional, punctual, and the financial assistance covered a significant portion of my costs. I could not have asked for a better experience."

— **Customer from Berlin**

"As a small business owner relocating our office, AOK handled everything — including the IT setup. Minimal downtime, maximum professionalism."

— **Business Customer, Hamburg**

"The reimbursement process was simpler than I expected. Clear instructions, fast processing, and friendly support at my local AOK office."

— **Family Customer, Munich**

Why AOK?

Conclusion: Your Trusted Relocation Partner

AOK stands out as Germany's most reliable partner for stress-free, affordable relocations. With a comprehensive suite of professional moving services, an experienced team, and meaningful financial support programmes, AOK ensures that every aspect of your move — from first box to final reimbursement — is handled with care, efficiency, and transparency.



Everything AOK Offers — At a Glance

MOVING SERVICES

Local Moves



Long-Distance Moves

Office Relocations

Packing & Unpacking

Furniture

Disassembly/Reassembly

Customised Plans



FINANCIAL SUPPORT

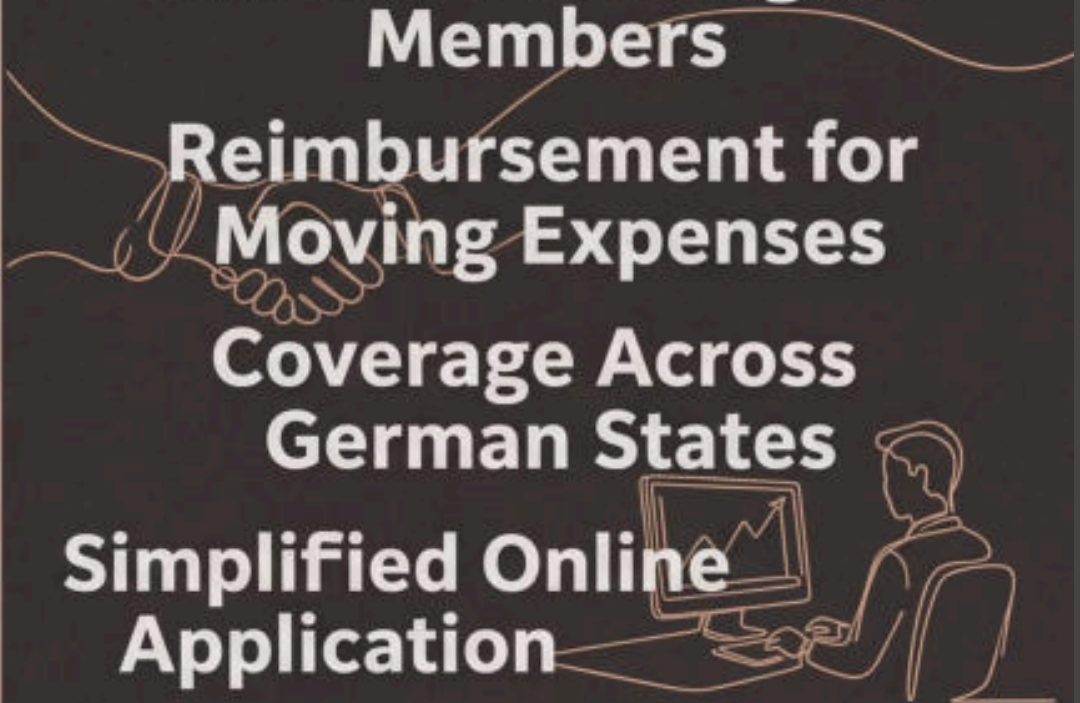
Subsidies for Eligible Members

Reimbursement for Moving Expenses

Coverage Across German States

Simplified Online Application

Dedicated Regional Support




Whether you need hands-on moving support, financial relief, or both — AOK and Butler Umzüge are ready to help you start your next chapter with confidence.

Get Started with AOK Today

Ready to Move?

Take the First Step

Contact AOK or Butler Umzüge to request a personalised moving quote or to find out more about your eligibility for financial assistance.

 **+49 30 845 188 55**

 **info@Butler-Umzuege.de**

 **www.Butler-Umzuege.de**

What Happens Next?

01

Request a Quote

Get a transparent, itemised moving quote with no hidden fees.

02

Plan Your Move

Work with your dedicated AOK move manager to finalise your relocation plan.

03

Apply for Assistance

Submit your cost assistance application with documentation after your move.

04

Settle In & Reimburse

Enjoy your new home or office while your reimbursement is processed.



- ❏ The information in this presentation is based on publicly available information about AOK's moving services and cost assistance programmes as of 2023. Please consult directly with AOK or Butler Umzüge for the most accurate and up-to-date details regarding eligibility, coverage, and application procedures in your region.

Final Note

Moving Forward, Together

AOK and Butler Umzüge are committed to making every relocation in Germany a positive experience. From the moment you begin planning to the day you receive your reimbursement, you are never alone in the process. Reach out today and take the first step towards a smoother, more affordable move.