

10 Tips: An Insider's Guide to Hiring the Right Au Pair for Your Family

By Susan Asay, Host Mom, Founder and President of PROaupair



Dear Parent

If someone asked you to name your greatest accomplishment in life, you would immediately think about your children. Right? No matter how prestigious your career might be, your children are and always will be the best thing you have ever achieved. Unfortunately, your “greatest achievement” doesn’t magically free you from other responsibilities. No matter how much you love your children (and as a parent, I know you can’t even quantify that amount), it’s a fact of life that their arrival makes life more chaotic and complicated.

Now, like millions of other parents, you’ve found yourself trying to juggle your career, life demands, and the well-being of your children. And, you’re searching desperately for the perfect childcare solution. Hiring an au pair – bringing someone into your home that can offer your child consistent, loving care – seems like a potentially great solution.

Hiring full time live-in childcare is not as simple as finding a babysitter for a weekend date. This is a life-changing experience and one that can positively influence you and your children’s lives for years to come. Finding the right person, with the right experience and personality takes time, research, and a good understanding of your family’s needs. I know – I’ve been in your shoes and learned the hard way!

My first child, Klaus, was born in 2005 and started me on my journey toward becoming “the expert” in finding and hiring childcare providers. We did not have family living close by and qualified nannies were hard to find. Day care did not work because we needed flexible hours. Ultimately, I was not comfortable leaving my baby in the hands of strangers – yet becoming a stay-at-home-mom was not an option. We cycled through all our available childcare alternatives before learning what worked best for our family.

In the end, I discovered that hiring an international care professional as our au pair was the best solution for my family – and also for many other families who needed flexible, high-quality child care. This is why I started PROaupair.

My own search for safe, reliable and professional live-in childcare helped me to realize how challenging the au pair hiring process can be – and how unprepared most families are when they start the process. The goal of this guide is to help prepare you to find the right au pair candidate for your family and help you avoid the mistakes that many first-time host families make.

Warm regards,

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Understand Your Options for Live-in Childcare

Not all live-in childcare is created equal. It's important to understand differences in the types of available childcare so you can make the best choice for your family. There are three main types of live-in childcare: nannies, traditional au pairs and professional au pairs.

	Professional Au Pair	Domestic Nanny	Traditional Au Pair
Average hourly cost	\$13/hr. for 45 hours per week * Includes agency fee, insurance, visa, flights and weekly stipend	\$20+/hr. for 40 hours per week * Does not include health insurance and FICA tax	\$8/hr. for 45 hours per week * Includes agency fee, insurance, visa, flights and weekly stipend
Age	19-26 years	varies	Typically 18-19 years
Special Training	✓	varies	✗
Education Requirement	Child-related degree (and/or min. 1 year full-time childcare experience)	✗	High School degree
Live-In	✓	varies	✓
Hours per week	45	varies	45
Experience	Tend to have 1,000+ hours of childcare experience and professional training	varies	Have at least 200 hours of childcare experience
Will work split schedule	✓	varies	✓
Regulated by the U.S. Department of State	✓	✗	✓
Local support	✓	✗	✓

Au pairs (*professional and traditional*) are international visitors between the ages of 18-26 who come to the U.S. for 1-2 years and live with a family in exchange for providing up to 45 hours of childcare services per week. In the United States, the au pair program is overseen by the U.S. Department of State as a cultural exchange program. Agencies are designated by the U.S. Department of State to facilitate the placement of au pairs with host families. The term "au pair" is French for "on par" which signifies that the au pair is to be treated like a member of the family.

A **nanny** is typically a U.S. citizen or local resident who is hired by a family to provide childcare. Nannies are often older than au pairs and may or may not live with the family, depending upon the childcare arrangement.

Comparison of live-in childcare options:

Nannies are domestic childcare workers who are typically older and more expensive than au pairs. Their experience with children varies and there is no education requirement. Families are required to pay separately for employment tax to fund Social Security and Medicare and some families also pay health insurance. Very few nannies will accept live-in arrangements. Nannies typically charge between \$20 and \$25 an hour before taxes, depending on experience, location, how many children you have, and if you have infants or children with special needs. Additionally, nanny agencies charge a placement fee, typically a percentage of the nanny's annual income.

Traditional au pairs have varied childcare experience and come to the U.S. after they graduate from high school as a 'gap year' before they go to university. A traditional au pair's experience may vary widely depending upon what country he or she is from. The cost to hire a traditional

au pair averages around \$8 an hour for up to 45 hours a week of care.

Professional au pairs typically hold a degree in a childcare-related field such as pediatric nursing, special needs education, occupational therapy, or early childhood education and/or they've had one year of full-time childcare experience. Professional au pairs are ideal for families who want the extra peace of mind that comes from having a trained professional caring for their children. They are also the ideal choice for families who have children with special needs. The cost to hire a professional au pair averages around \$13 an hour for up to 45 hours a week of care.

Still not sure what type of live-in childcare is right for you? For more information about professional au pairs please visit www.proaupair.com.



The U.S. Department of State maintains a list of all its designated au pair agencies on its website. PROaupair [also called A.P.EX American Professional Exchange] is the only au pair agency in the U.S. that specializes in offering professional au pair placements.

**Insider
Tip #2**

Be Clear About Your Family's Childcare Needs

Every family is unique. What works for your family may not work for your sister's family or your neighbor's family – particularly when it comes to childcare. That's why it's vital to understand your family's specific childcare needs before hiring a childcare provider.

Take a minute and think of what is important to you in hiring an au pair. What are 10 questions you would ask yourself about your childcare needs? Write them down.

Now – take a look at the questions below. How many of them came to mind? If it wasn't very many, don't be too concerned. Especially for families considering an au pair for the first time, it's hard to know how specific you should be.

Questions to Consider When Hiring an Au Pair:

- ✓ Do you have a spare bedroom for your au pair? (This is a requirement)
- ✓ Do you need someone who can drive your children?
- ✓ Do your children have special dietary considerations?
- ✓ Do you need someone who is a strong swimmer?
- ✓ Do your children have any special needs that require specific training or experience?
- ✓ What is your family's schedule and when do you need the most help?
- ✓ What are your children's personalities and what kind of caregiver will be compatible with them?
- ✓ Is your family loud and boisterous or quiet and serene? What personality type would work best with your family?

When considering an au pair, it is important to understand your family's needs. This will help you in the interview process so that you can ask the right questions and find an au pair that will complement your family.

Hosting an au pair is like welcoming a new family member – but you are also the employer. Since your au pair is coming into your home to help you, it's ok to be specific about what you are looking for in your au pair. Creating a detailed job description can also help you to identify what's important for your family. Our host family application at www.proaupair.com/apply is designed to help you answer questions so that au pair candidates will have a good understanding of your family and your childcare needs.

Insider
Tip #3

Plan Your Childcare for the Atypical Day

Childcare can make or break a working parent's career. If you are concerned about your child's well being, you can't focus on your job. Being confident that your child is in a safe, loving and stimulating environment frees your mind so you can excel in the workplace.

For many parents, no environment is more secure than home, which is why a live-in childcare solution is appealing to many parents. Live-in childcare, like you would receive from an au pair, provides you with flexibility, reliability and most importantly, peace of mind. In short, it allows for the 'atypical' day.



When evaluating your childcare options, don't just think about the average day. There are many childcare solutions that work well on the average day, when the alarm clock goes off at the right time, traffic is light, the weather is good, there are no special events, and no one is sick. So instead, think about an atypical day. Your boss asks you to stay late unexpectedly, or your pediatrician appointment is at the same time as a new business meeting, or your child gets sick and needs to be picked up from school immediately.

How comfortable are you with your childcare options for an atypical day?

Hosting an au pair provides families with the flexibility to cope with the atypical day. Au pairs work flexible hours, live in the same place as your family and will understand better than most the adjustable needs of working parents.

The only way to successfully balance work and family is to work when it's time to work and be home when it's time to be home. Knowing your children are in good hands – not just on a typical day but on an atypical day too – allows you to divide your time effectively.

Insider
Tip #4

Consider the Realities of Cross-Cultural Communication



All au pairs are foreign nationals, which means they will all speak English as a second (or sometimes third!) language. For some American families, particularly those that are monolingual, this might seem daunting. You may wonder if you'll be able to understand your au pair's English or if she will be able to understand your English.

Rest assured – while English won't be the native tongue for your au pair, all au pairs are required to be proficient in English. Yes, some au pairs will be more fluent than others, but you'll have a chance to evaluate their English during your interview.

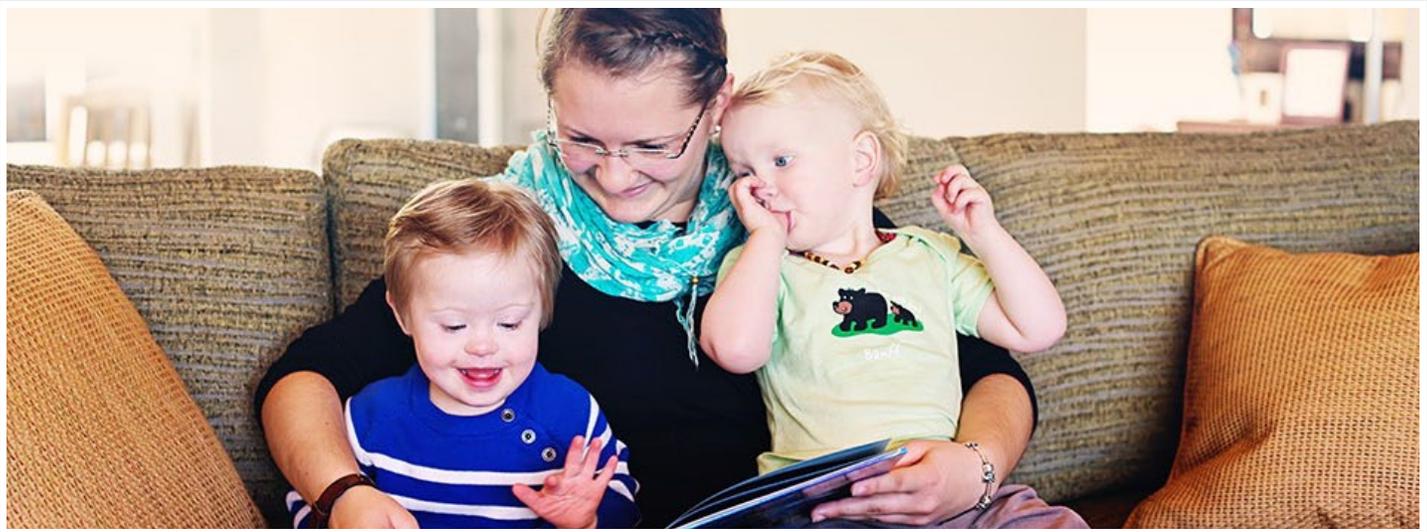
It is important to remember that cross-cultural communication is more than just language. For example, various studies indicate that non-verbal communication accounts for 60-90% of all communication. Cross-cultural communication includes styles of communication, beliefs, and cultural mores around communication. The same word can be used in different contexts, depending upon the culture. For example, in Germany, when someone says a particular food is "ok" – it means he or she likes it. When an American says a food is "ok" – it means he or she doesn't like it.

At the beginning, there will likely be some miscommunications – this is normal (and at times, rather humor-

ous!). Anticipating these miscommunications and proactively addressing them will help to smooth the way for future communications. Some tips for minimizing miscommunications include asking the au pair to repeat instructions (to ensure understanding), speaking a little slower than you usually do, avoiding slang, or writing down instructions in addition to verbally delivering them (so your au pair can review later and confirm his or her understanding).

After an initial transition period, you'll find that one of the most wonderful aspects of welcoming an au pair into your family is the exposure to another country and culture. Hosting an au pair provides your family with a window to another world. Perhaps your au pair will share some of her native dishes or teach your children songs that she learned as a child. For older children, and parents too, au pairs can help bring current events into focus or inspire interest in geography or foreign languages. Some families ask their au pairs to speak to their children only in their native tongue, providing their children with unique exposure to a second language.

In the end, successful communication between you and your au pair will rely more on paying attention, keeping lines of communication open, asking questions, and being empathetic on the depth of her vocabulary.



Insider
Tip #5

Be Aware that Special Needs Requires Specialized Care

Does your family require specialized care for your child or children? Maybe you have an infant, or multiples (twins, triplets, etc.) – or perhaps one of your children has developmental delays or some other form of special needs? In these instances, you are most likely looking for an au pair who has specialized training that can help with your particular circumstances.

Professional caregivers are ideal for any family that requires specialized care. Most professional au pairs have degrees in fields related to childcare and view being a professional au pair as a serious job – a continuation of their career and an opportunity to add international work experience to their resume. Professional au pairs are usually pediatric nurses, elementary school teachers, occupational therapists, physical therapists, speech therapists, or special needs care workers.

Below are some suggestions to help you determine what type of training your au pair should have:

Infants and Multiples: For infants or multiples, look for a program that offers candidates who have extensive infant care experience and have a degree in pediatric nursing, early childhood development, or other educational degrees related to working with children.

Special Needs: Children who have special needs (including epilepsy, autism, ADD, ADHD, Down syndrome, Asperger's syndrome, developmental delays, physical disabilities, and diabetes) often require additional care, special understanding and someone who really knows that child and what he or she needs. Look for experienced caregivers who are interested and motivated to care for children with special needs. They should have degrees in programs such as occupational therapy, special needs education, physical therapy, or pediatric nursing and have direct experience working with children with special needs.

If you've identified that your family would benefit from a candidate who has specific training in a particular field, it's a good idea to start looking for your au pair as early as possible. For some real life examples of professional au pairs working with families with special needs or families with infants and multiples, please visit: www.proaupair.com

Bonus

PROaupair Host Family Case Study

Professional Au Pair Helps Texas Family Care for Child with Special Needs Family benefits from au pair's background as occupational therapist



Kai is a happy four-year-old boy who likes to run, climb and investigate everything. But, when he was about five months old, his parents realized he was having infantile spasms, a type of seizure.

“By the time we’d been to the pediatrician, the neurologist, done an MRI and everything else you can think of to find out the underlying cause, we got a diagnosis of tuberous sclerosis,” said Claudia, Kai’s mother.

Claudia and her husband Anthony wanted a childcare provider that could help Kai with the developmental delays that resulted from his condition. They also needed care for Kai’s older sister, Sophia, who is six years old. Both parents work full time and Claudia travels once or twice a month for business so flexibility was important. They realized they needed a caregiver with professional training and experience.

Lydia, a 22-year-old from Germany had worked with children with special needs and recently finished her training as an occupational therapist. Lydia and the family were introduced through PROaupair, which specializes in professional au pairs with experience in fields like pediatric nursing, speech therapy, or special education. It was a perfect match.

Lydia starts work at 6:30 a.m. and helps to get the children get dressed and ready for school, including preparing their lunches. Kai doesn’t go to school until 11 a.m. so she spends a few hours in the morning assisting Kai with his therapy homework. These take the form of games and exercises that help with coordination and attention training while also reinforcing behavior and skills he learns in his therapy classes at school.

“We try to combine things like concentration and cross motor skills so he has something he likes but still has a task where he needs to focus,” Lydia explained.

“She has the routine down,” Claudia said. “She knows what works with Kai. She’s completely mastered that. And, at the same time, Lydia is very good at keeping Sophia busy with making arts and crafts projects.”

Lydia works up to 45 hours per week, playing with the kids, cooking their meals, reading stories, and helping them to keep their rooms clean. She helps the family juggle everything from doctor’s appointments for Kai to the occasional date night for mom and dad.

“In our eyes it’s been the best thing,” said Claudia. “Not just on a personal level but we also see that Kai keeps making progress. When I look at all of the families that we know that have kids with special needs, I wish each and every one of them could have a special needs au pair.”

Insider
Tip #6

Ask Your Au Pair Agency the Right Questions

There are currently a handful of au pair agencies in the U.S. that are designated by the U.S. Department of State. How do you know which one is right for you?

While all au pair agencies must follow the same rules and regulations, not all au pair agencies offer the same benefits. Some are large corporations while others are small businesses. Some focus on a particular part of the country while others focus on specific types of au pairs.

When vetting an au pair agency, it is important to consider two main things: (1) your family's needs and (2) how the agency runs its business. We've already addressed the first point (in Tip #2). For the second point, we've compiled a list of suggested questions that will help you to better understand your prospective agency and determine if you want to move ahead.



Questions to Ask When Vetting an Au Pair Agency

- ✓ How long have you been in business?
- ✓ Are you designated by the US Department of State as J-1 au pair sponsor?
Au pairs are not allowed to work in the U.S. without a J-1 visa.
- ✓ How do you recruit and vet your au pairs?
- ✓ What qualifications do they have?
- ✓ What countries do your au pairs come from?
- ✓ What protocol is in place if there is a problem?
- ✓ Do your au pairs have degrees in childcare-related fields?
- ✓ Do you have au pairs with experience working with children with special needs?
- ✓ How many hours of childcare experience do your au pairs have?
- ✓ Is your staff familiar with each au pair candidate? Have they met them in person?
- ✓ Who will be my main point of contact if there are any problems?
- ✓ What's the founder's story? Why did he or she start the business?
- ✓ Can I talk to any of your current families to hear about their experiences?

Insider
Tip #7

Consider the Needs of Your Au Pair

An au pair is more than an employee – she or he is a temporary addition to the family. Your au pair will be living with you and your family for at least a year so it's important to consider the needs of your au pair and not just your own childcare needs.

While the au pair will be living with you 24/7, they won't be working that entire time. Au pairs can legally work up to 45 hours per week and up to 10 hours in one day. So, it is important to encourage them to become a part of the community and have a life outside of your family.

A good practice is to ask your au pair what she is looking to gain from her time in the U.S., outside of the specific work with your family. For some au pairs, it is perfecting their English. For others, it is experiencing American life and meeting locals. For others, it is taking classes at the local community college. If you can understand their motivation, you can help to guide them in accomplishing their goals.

At PROaupair, we provide our au pairs with some guidelines to help them adjust to living in the US. For example, we ask them to present a plan for how to handle homesickness, when and if it strikes. We also provide them suggestions for how to meet local people their age, so they can establish their own social life.

As a host family, the more you can do to help smooth the transition for your au pair, the happier she will be during her time in the US – and the more focused she will be in caring for your child. In the end, this will be a win-win situation.

Tips for helping your au pair adjust to life in the U.S.:

- ✓ Ask her to prepare her favorite local dish from home
- ✓ Put a bulletin board in her room to she can hang up photos from home
- ✓ Encourage her to take educational courses as soon as possible so she can quickly meet new friends
- ✓ Ask your local au pair representative to introduce her to other au pairs in the area
- ✓ Encourage her to attend events organized by your au pair agency
- ✓ Have her make a “bucket list” of everything she wants to do and see while in the U.S.
- ✓ Encourage her to set aside time to speak with friends and family back home once or twice a week



Insider
Tip #8

Use Science to Confirm Personality Assumptions

Have you ever met someone, felt like you really connected, and then, after a time, discovered that you couldn't stand the person? It's not that your initial impression was wrong. It's just a few habits that started to drive you crazy.

The same is true when choosing an au pair. Let's be realistic about this...when you first connect with your au pair, and even for the first few weeks, you're on your very best behavior. And so are they! But what happens when you reach a certain comfort level and the "real" you or the "real" au pair emerges?

If you've done your homework well, then things will just get better. Once the familiarity sets in, your au pair becomes a member of the family. And, that is what you want! But – how can you avoid making the wrong decision? Instead of leaving it up to chance and gut instinct, why not add a layer of scientific analysis?

Understanding your own personality – and the personality of your prospective au pair – helps to ensure a good, high quality match. Many people tend to navigate toward people just like them. In some cases, this might be a good match – but not in others.

PROaupair offers an in-depth personality analysis as part of our matching process. You can take a free version of the test using the below link. It will provide you a taste of what you can expect from the broader report.

Dr. Hartman's Personality Assessment – known as the "Color Code" – can be valuable in helping you to find an au pair that is compatible with your personality. The Color Code provides you with a deeper understanding of your own personality and that of your au pair.

Take the Color Code assessment here:

www.colorcode.com/coupon/proaupairhfwp



 <p>RED - Motive (Power)</p> <p>Red are the power wielders. Power: the ability to move from point A to point B and get things done, is what motivates and drives these people. They bring great gifts of vision and leadership and generally are responsible, decisive, proactive, and assertive.</p>	 <p>WHITE - Motive (Peace)</p> <p>White are the peacekeepers. Peace: the ability to stay calm and balanced even in the midst of conflict, is what motivates and drives these people. They bring great gifts of clarity and tolerance and are generally kind, adaptable, and good-listeners.</p>
 <p>BLUE - Motive (Intimacy)</p> <p>Blue are the do-gooders. Intimacy: connecting, creating quality relationships and having purpose, is what motivates and drives these people. They bring great gifts of quality and service and are generally loyal, sincere, and thoughtful.</p>	 <p>YELLOW - Motive (Fun)</p> <p>Yellow are the fun lovers. Fun: the joy of living life in the moment, is what motivates and drives these people. They bring great gifts of enthusiasm and optimism and are generally charismatic, spontaneous, and sociable.</p>

**Insider
Tip #9**

Hire the Right Experience for Your Family

You should be picky when it comes to choosing your au pair. And, the most important question to ask is if he or she has the right experience for the job.

Every stage of your child's life brings with it new experiences – and new lessons to be learned. You'll move from worrying about how to hold an infant, to how to introduce solid foods, to how to start potty training, to how to balance growing independence – and the list will continue. As a parent, these lessons are a normal part of raising a child. But, when hiring an au pair, you want someone who knows what she is doing and has relevant experience.

At PROaupair, au pairs are required to complete a very detailed application in order to be considered for the program. Our application is designed to illicit detailed information about the au pair's professional experience, personality, and background. Host families thoroughly review a prospective candidate's application. Like reviewing a resume, this will give you helpful insights on items to discuss during the interview.

Below are some things to consider when evaluating an au pair candidate:

- ✓ Have they worked with children in your age group before?
- ✓ Do they have special training that will benefit your child/children and whatever specific needs they have?
- ✓ Will they adapt to the location where you live (e.g., city vs. country)?
- ✓ Will they be an asset to you and your family, bringing their own experience to the table – or will they only follow your lead?

By asking the right questions and finding an au pair with both age-appropriate experience and specific skills that would benefit your child, you'll not only feel more confident in their childrearing capabilities, but you'll also benefit from their expertise.

Insider
Tip #10

Make the Most of the Interview

The interview is one of the most important parts of the au pair matching process. Yet, some families don't take the interview as seriously as they should or neglect to ask important questions. The interview is a defining moment in the au pair matching process – and as such requires preparation and the following of best practices in order to ensure a good match.



Below are some key tips to help make the most of the interview:

Use Skype: First, it is important to do the interview via a video conferencing service such as Skype. No matter how great someone seems on paper (and/or in photos), it takes more to really get to know someone. By doing a video interview, you will be able to see your candidate's reactions and mannerisms while also getting a better sense of his or her personality. Is she shy and does she have a hard time looking you in the eye? Or, is she more boisterous with a particularly strong voice or heavy laugh? Is her personality serious or light hearted? These characteristics are important when you consider you will be actively engaging with this person for at least one year.

Prepare Questions: Second, it's important to prepare your questions ahead of the interview. This is not a good time to be spontaneous. The actual interview will bring up additional questions you'll want to ask, but it's important that you understand the core information you want to get out of the interview before it starts. Ask open-ended questions ("What age group do you enjoy working with the most?") rather than guiding the au pair in the direction you'd like her to go ("Do you like working with toddlers?"). This ensures that whatever answers the au pair provides are her own and indicative of her true personality and feelings.

Dig Deeper: Third, dig deep into areas that are of particular concern to you. For example, if you will need your au pair to drive, don't just ask if she has a driver's license. Dig deeper. How long has she been driving? How frequently does she drive? Does she have experience driving in city traffic or only on country roads? Has she had any accidents? Perhaps you are worried about her being homesick. Instead of asking if she thinks she will be homesick, ask her to tell you about the longest time she's lived away from her friends and family or to talk about an example of being homesick and what she did to manage the situation.

Answer Honestly: Fourth, give the au pair sufficient time to ask her own questions and provide straightforward, honest answers. Just as you are looking for a good fit for your family, the au pair is looking for a good fit for her. The more honest you are, the better the au pair can judge if she can fit into your family. Also, you can often learn a lot about a person based on the questions they ask you. For example, if an au pair asks a lot of questions about the children's routines, this might indicate a personal preference for structured bed-times, bath times, and other activities.

The above tips are just a starting point for the au pair interview. If you'd like to learn more about interviewing au pairs, please call 844-787-6566 and ask us for your free copy of PROaupair's Interview Guide for Host Families.

Next Step: Hiring an Au Pair

PROaupair's 10 Tips Guide is a great introduction to hiring an au pair and we hope you found it helpful. Now – it's time for you to begin the process of finding your family a great au pair.

We hope you will consider PROaupair. We are the only agency in the U.S. that specializes in professional au pair placements and a great option for families with infants, multiples, or children who have special needs. The team at PROaupair has more than 60+ years of combined experience working in the au pair business. We're a boutique au pair agency – large enough to provide you a diverse selection of high quality au pairs but small enough to give you the individualized attention you and your family want and need.



PROaupair has three professional au pair programs and one traditional au pair program:

- ✓ Professional Special Needs
- ✓ Professional Infant Care
- ✓ Professional Childcare Ages 2+
- ✓ Traditional Au Pair

If hiring an au pair sounds like the right choice for your family, then you should follow these initial steps:

Get started right away: The sooner you start the more time you'll have to find a good match for your family. The typical time between matching with an au pair and welcoming her to your home is four weeks.

Choose your agency: Determine which au pair agency you want to work with. PROaupair is the only au pair agency that specializes in professional placements and the only au pair agency that is dedicated to families who have children with special needs.

Understand hosting requirements: Review the requirements for hosting an au pair to ensure you qualify – all the information you need is available on our [website](#).

Start your application: Providing a detailed overview of your family's interests, personality, care requirements and expectations for your future au pair is an important to find the right au pair for your family.

PROaupair offers a free consultation for families interested in hiring an au pair. Contact us at 844-787-6566 to speak with a PROaupair Program Advisor and learn more about our programs.

PROaupair

professional live-in childcare

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