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Regulatory Topic: Disputes with Your Mover

## Guidance Q&A

**Question 1: What Should You do if You Have a Dispute with Your Mover?**

Federal regulations require all movers to have an arbitration program to resolve disputes about property loss and damage, and disputes about whether any charges in addition to those collected at delivery must be paid. Before moving consumer’s household goods, interstate movers are required to provide information regarding their dispute settlement program.

The Federal Motor Carrier Safety Administration (FMCSA) provides information to consumers on the Protect Your Move website (www.fmcsa.dot.gov/protect-your-move/handling-disputes) to assist consumers when disputes arise with their household goods movers.

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| Program Review | Paul Bomgardner |  |  |
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| Other information |  |  |  |
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