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Regulatory Topic: Moving Fraud Complaint

## Guidance Q&A

## Question 1: How to File a Moving Fraud Complaint?

**Guidance:**The FMCSA provides a link on the Protect Your Move website (https://www.fmcsa.dot.gov/protect-your-move/file-a-complaint) where consumers may file complaints when they are victims of moving fraud. Consumers may also file a complaint by calling 1-888-DOT-SAFT (1-888-368-7238) between the hours of 8:00 am and 8:00 pm Monday through Friday Eastern Time and a Customer Service Agent will take the complaint by phone.

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| Program Review | Paul Bomgardner |  |  |
| Legal Review | Jedd Miloud 6.10.20 | Should this be under regulatory guidance? Not really providing guidance on a reg. |  |
| Modified from original guidance | N.Jackson – removed 1st paragraph – not guidance |  |  |
| Other information |  |  |  |
|  |  |  |  |