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## Guidance Q&A

**Question 1: What if There are Problems?**

**Guidance:** Before moving consumer’s household goods, interstate movers are required to provide information regarding their dispute settlement program. Movers must offer a neutral dispute settlement program as a means of settling disputes that may arise concerning loss or damage of your household goods.

If goods are damaged or missing at delivery, request a company claim form from the mover and complete it. The mover will explain where to mail the completed form. A claim must be in writing, but does not have to be submitted on a mover’s claim form. However, the claim must be filed with the mover within 9 months of delivery. It is suggested that claim information be sent to the mover in a manner t track receipt of the package such as certified mail. If the consumer is not satisfied with the settlement offer made, the consumer may submit a claim under the mover’s dispute settlement program or seek other legal remedies.

The Federal Motor Carrier Safety Administration (FMCSA) provides information to consumers on the Protect Your Move website (https://www.fmcsa.dot.gov/protect-your-move/what-if-problems) to assist consumers in the event problems arise during or after their move.

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