

Successful Move Guide



U.S. Department of Transportation
Federal Motor Carrier Safety Administration

There is more to consider than just price!

Don't become a victim of moving fraud. Get the facts and move with confidence.

Moving is a significant event in anyone's life. While most moves go smoothly, there are some dishonest or "rogue" movers that may try to take advantage of you. The best defense against moving fraud is to be informed and aware of your options when choosing a moving company.



Listed below are some important points you should know to avoid becoming a victim of moving fraud.



Check FMCSA's mover database to see if your mover or broker is authorized to transport household goods by visiting www.protectyourmove.gov



Check the complaint record of a mover or broker at www.protectyourmove.gov



Avoid movers and brokers that do not show U.S. DOT numbers in their advertisements.



Read *Your Rights and Responsibilities When You Move* and the *Ready to Move* brochure on www.protectyourmove.gov. Your mover or broker is required to provide this information to you.



Movers must give written estimates. Brokers must issue written estimates if they provide estimates.



Do not sign blank documents. Verify that information is complete before signing. The only incomplete information should be the weight of your shipment or any unforeseen charges that occur in transit or at the destination.



Make sure you understand the type of liability you sign for. This is a common pitfall for consumers. Ask yourself if 60 cents per pound is enough coverage for all your household goods if the unexpected happens.



Supervise loading and unloading of your household goods. If you are not available, appoint a representative to act on your behalf.



Visit www.protectyourmove.gov



TO FILE A COMPLAINT

Visit www.protectyourmove.gov or call 1-888-DOT-SAFT (368-7238) to file a moving fraud complaint.