



PROTECT YOUR MOVE

MAKE YOUR MOVE WITH CONFIDENCE

When you move, it's more than just stuff that gets loaded onto the moving truck. **Your life's memories are precious cargo** that deserves special care. Get the facts about moving and use the free tools from the Federal Motor Carrier Safety Administration to protect yourself from moving fraud and move with confidence.

15.2 million households in the U.S. move each year.

That's 1 in 9!



3m

About 3 million people move across state lines each year.

That's more than the population of Mississippi.

The average interstate move costs thousands of dollars.

Get a written estimate from the mover when planning your move.

Moving fraud can end up costing much more than you would spend on a move.

The average loss claim is about \$8,000.



More than 4,100 consumers filed moving fraud complaints with FMCSA in 2017.

Rogue movers are difficult to pin down. While most moving companies are legitimate and do quality work, rogue movers exist. Consumers can file complaints online at [protectyourmove.gov](https://www.transportation.gov/protectyourmove).

41%

of complaints report loss or damage to property.

Some goods never make it to their destination while others arrive damaged.

53% of complaints report overcharges.

Unsuspecting consumers experienced costs that were not agreed upon.

53%

9%

of complaints are hostage load situations.



Insurance will not cover the sentimental value of your property should it become lost, damaged or stolen. The best way to avoid fraud is to be informed and plan ahead. Be sure to read and understand any documents before you sign.

Sources:

American Moving and Storage Association.
US DOT – FMCSA National Consumer Complaint Database.



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

www.protectyourmove.gov