



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.

14 million households in the U.S. move each year.
That's 1 in 9!



4.5m+

Annually more than 4.5 million people typically move across state lines.

That's more than the total population of Kentucky.

The average interstate move costs \$5,630.

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

Moving fraud can cost twice that amount.

The average loss claim is \$10,000.



Nearly 3,000 consumers filed moving fraud complaints with FMCSA in 2015.

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.

40%

of complainants report loss or damage to property.

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

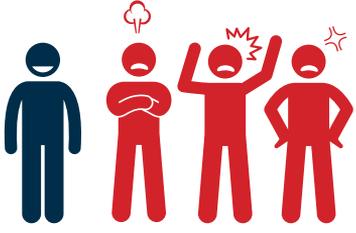
45% of complainants report overcharges.

Unsuspecting consumers experienced costs that were not agreed upon.

45%

12%

of complaints are hostage load situations.



Less than 1/4 of claims reach settlement.

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:

U.S. Census. <http://www.census.gov/hhes/migration/data/cps/cps2015.html>

U.S. Census. <http://www.census.gov/2010census/popmap/ipmtext.php?l=45>

American Moving and Storage Association. <http://promover.org/content.asp?pl=1&contentid=61>

US DOT - FMCSA National Consumer Complaint Database. <http://nccdb.fmcsa.dot.gov>

www.protectyourmove.gov

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

