

Choosing a Mover

Moving companies provide a variety of services for a range of fees depending upon the services you request and/or need. It is recommended that you speak with at least three different professional movers to compare their service offerings in regards to your specific needs. To discover who the movers of choice are in your area, begin by asking your friends and neighbors whom they utilized in their most recent move and how they perceived the experience. You may also check with the Better Business Bureau or other consumer organizations in your local area.

When making the final selection of a mover, it is recommended that you choose a moving company that is in good standing with the American Moving & Storage Association (AMSA). The professional movers representing this organization have agreed to abide by the terms of the governing tariffs and actively participate in the Arbitration Program sponsored by AMSA.

In addition, AMSA Certified Movers have voluntarily agreed to abide by a Code of Conduct that requires complete disclosure of moving information to consumers, written estimates of charges, timely service and prompt responses to claims and complaints. These members have also agreed to arbitrate disputes up to \$10,000 arising from loss or damage to the articles contained within your shipment. Not all professional movers are active participants of this program, therefore be sure to find out if they are AMSA members and confirm their certification and compliance.

Once you have assembled a list of movers, inform them of your new address or city and your desired move date(s). Inquire about the service offerings and costs associated. If you have questions pertaining to the estimate provided, ask them to explain the process in detail and also request a copy. Once you have compiled the estimates from your desired movers, carefully compare their service offerings in regards to the estimate provided and determine which satisfies your current needs and budget.

*In the event that your new home is in a different state, interstate, you will need to carefully read and understand all the information you receive from your moving services provider. In addition to the print materials you will receive outlining their services, your moving company is also mandated to provide you with a copy of a consumer booklet entitled *Your Rights and Responsibilities When You Move*. Distribution of this booklet is a requirement of the Federal Motor Carrier Safety Administration (FMCSA).*

It is important to try to make arrangements for your move well in advance. We recommend at least four to six weeks before your actual move date.

When you choose your mover, be sure you understand:

- *The rates and charges that will apply to your shipment*
- *The mover's liability for your belongings*
- *The pickup and delivery process*
- *What claims protection you will have during your move*