



Tips for Hiring a Reputable Mover

Hiring a mover is something few people have experienced. But when you are entrusting a company to move your or your family's possessions, it pays to do your homework to ensure you are hiring a reputable full service mover, one that follows established guidelines and government procedures and that documents their services and deliverables in writing. Here are the top things to look for – and red flags to avoid – when shopping for a mover.

Hire a mover who:

- Provides a **binding written estimate** based on an **in-person/in-home or mover-managed “virtual” (visual video) survey of your belongings**. Never trust a verbal estimate over the phone that does not require the mover visually surveying your possessions. And estimate should be based on weight.
- Is **licensed with the federal government** (the Federal Motor Carrier Safety Administration or FMCSA) and your state. The license number or motor carrier number on your estimate should match the license number listed on the FMCSA website and displayed on the moving van. It should also be displayed on the mover's website.
- **Provides a copy of “Your Rights and Responsibilities When You Move” booklet**, which is required by law to be provided by all movers. Be sure to read this entire booklet.
- Offers **valuation/transit protection coverage for your possessions**.
- Has an **established claims process** that they can explain to you and that is posted on their website and in their materials.
- Has a **physical address and phone number**. The company should answer with their name when answering the phone.
- Is **insured** and can provide proof of insurance.
- Has a **Better Business Bureau (BBB) rating** for your state.
- **Explains exactly, and in writing, what services and materials are included** with your move.
- **Does not ask for payment up front**. Reputable movers require payment when they arrive at your home to deliver your belongings.
- **Provides you with a company contact** you can call or email with any questions you have before, during and after the move.
- **Explains their cancellation and payment policy**. These policies should also be in writing.
- Can provide **details on how they will protect your home** when loading and unloading the moving truck.
- **Provides information, including contact information, on your driver** so that you can reach him during the move.

Red Flags

- Moving company never does an on site or visual inspection of your belongings.
- Moving company requests a large deposit to book your move.
- Moving estimate company provides is based on cubic feet instead of weight.
- Moving company has large number of complaints and negative reviews.
- The person answering the phone at the moving company doesn't answer with the company name.
- Moving company does not provide you with the booklet "Your Rights and Responsibilities When You Move", which moving companies are required by Federal law to provide to moving customers.
- Movers show up in a van or truck that is not marked with the moving company name.
- Moving company offers you a price that is too good to be true.
- Company is hesitant to provide references of prior customers.
- Moving company has no record, or low rating, with your Better Business Bureau (BBB).
- License information on the moving truck doesn't match the license information on your moving estimate.

For more information on hiring a reputable mover, visit these websites:

Federal Motor Carrier Safety Administration: www.fmcsa.dot.gov

northAmerican Mover Checklist: www.northamerican.com/moving-resources/checklists

For more information visit: northamerican.com

