United Van Lines

Movers or Fakers?

Here's How to Spot the Difference!

It seems that almost every day there's another story in the news about a fake moving company scamming a family out of their cash, belongings and, in a very real way, their trust. We take your business – and your precious cargo – seriously. So, whatever moving company you choose, we want to help you make sure that they're honest, aboveboard, and do what they're supposed to do.

So how do you determine a "real" mover from one of the fakes? It might require a little research and detective work on your part. However, a few minutes spent up front may save you a lot of hassles down the road.

Here's a checklist of things we recommend you follow to stop these scammers in their tracks:

All Moves

- ✓ The Better Business Bureau has an online **scam tracker** for moving companies. See whether your mover is listed and what's being said about them.
- ✓ Report unsafe and unlawful moving companies to the Federal Motor Carrier Safety Administration's (FMCSA's) nationwide complaint hotline at 1-888-368-7238 (1-888 DOT-SAFT) or by visiting the FMCSA website **here**.
- ✓ Check the ATA ProMover Directory **here** to find reputable movers from van lines and independent moving companies.

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Interstate Moves

- ✓ Check whether the mover is registered with FMCSA and has a **U.S. DOT number**.
- ✓ Make sure your mover gives you a copy of **Your Rights and Responsibilities When You Move**. They're required to by law!

Before the Move

- ✓ Finalize exactly how and when they'll pick up and deliver your household goods.
- ✓ Know how to contact them before, during, and after your move.
- ✓ Make sure they carry appropriate insurance and make sure you have any additional valuation coverage that might be needed.
- ✓ Get multiple quotes and be sure each one includes a physical inventory done by a representative of the company.

Moving Out Day

- ✓ Be there to answer questions and give directions. Stay till they finish.
- ✓ Go with the mover as they take inventory and be sure to note any condition issues with your items.
- ✓ Carefully read the information on the estimate, bill of lading, inventory, and all other completed documents before you sign them.
- ✓ Before the van leaves, double-check that nothing's been left behind.
- ✓ Give the driver directions to your new home.
- ✓ Let the driver and the moving company know how to reach you during the move.
- ✓ Keep the **bill of lading** until your goods are delivered, charges are paid, and any claims are settled.

Moving In Day

- ✓ Be there to supervise, answer questions and give directions. Stay till they finish.
- ✓ Pay the driver according to the term of your agreement before they unload.
- ✓ Note any damage to boxes and other items before you sign any documents.

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