



LEGACY TEXAS TITLE

AVOID MOVING FRAUD

Summer is the busiest time of year for moving companies. While most legitimate movers comply with the law, unfortunately a few unscrupulous operators employ a range of practices that take advantage of their customers.

Knowledge is always a valuable weapon, so Texans in the market for a moving company should research several options and secure written estimates before moving day. Care also should be taken to ensure that movers are properly licensed and insured. Texans can look up a moving company's rating and complaint history at the Better Business Bureau's Web site: www.bbb.org

Moving scam warning signs:

- Movers offering advance estimates without seeing their customers' home or belongings.
- Estimates based on cubic footage are also red flags.
- Movers failing to provide a copy of "Your Rights and Responsibilities When You Move." This booklet must be provided to all customers who plan an interstate move. The federally mandated pamphlet contains instructions about how to respond if goods are lost or damaged during a move.
- Movers requiring a large deposit or payment in cash.
- Movers that lack a local address and do not provide licensing information on their Web site. To check motor carrier registration status, consumers can visit www.txdot.gov (in-state) and www.protectyourmove.gov (interstate).

Movers are required by law to deliver a customer's goods for no more than 10 percent above the price of a nonbinding estimate. Customers are not required to pay any amount above a binding estimate. The mover is required to bill customers for any additional charges within 30 days of delivery.

Common complaints against moving companies:

- Overcharging
- Holding shipments hostage for more money than originally quoted
- No license, registration or insurance
- Failure to acknowledge, process and settle loss and damage claim within 120 days of receipt
- Failure to honor agreed pick-up or delivery dates without proper notice.

Contacts for filing complaints against moving companies:

- **Interstate moves (across state borders):**
Texas Department of Transportation (FMCSA) (888) 368-7238 www.protectyourmove.gov
- **Intrastate moves (inside Texas):**
Texas Department of Transportation (TxDOT) (800) 558-9368 www.txdot.gov

For more information:

Federal Trade Commission (877) FTC-HELP www.ftc.gov
Better Business Bureau (703) 276.0100 www.bbb.org
Office of Attorney General (800) 252-8011 www.texasattorneygeneral.gov