

Moving Checklist

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Getting ready to move? Keep this checklist handy!
Before You Move

  Obtain the brochure Ready to Move? and the booklet Your Rights and Responsibilities When You Move from the mover.

  Ask for recommendations from neighbors, friends, and relatives regarding the mover.

  Check with the Better Business Bureau regarding the mover.

  Find out what the mover's responsibilities are for damages that may occur to your belongings.

  Ask if the mover has a dispute settlement program.

  Obtain estimates from at least three movers, and compare cost and all other services to be provided by the mover.

  Check to determine whether the interstate mover is registered with FMCSA, and has a USDOT number.

  Find out how and when pickup and delivery of your household goods will occur.

  Ask the mover how they can be contacted before the move, during the move, and after the move.

  Adequately insure your belongings.
Moving Day

  Be present to answer questions and give directions to the movers. Stay until they finish.

  Accompany the movers as they inventory your household goods and resolve any questions regarding the condition of materials being moved.

  Carefully read the information on the estimate, order for service, bill of lading, inventory, and all other completed documents before you sign them.

  Keep the bill of lading until your goods are delivered, the charges are paid, and any claims are settled.

  Before the moving van leaves, take one final look throughout the house to make certain nothing has been left behind.

  Give the driver directions to your new home.

  Inform the driver and the moving company of where you can be reached during the move.
Delivery Day

  Be present to answer any questions and give directions.

  Pay the driver, according to the term of your agreement, before your goods are unloaded.

  Supervise unloading and unpacking of your goods.

  Note on the inventory list all boxes or other items that are damaged before you sign any documents.
Questions?

Q. Where can I get a copy of "Your Rights and Responsibilities When You Move" and other helpful consumer information?

A. Visit www.protectyourmove.gov

Q. Where can I find out whether a mover is registered with FMCSA?

A. Visit www.protectyourmove.gov

Q. Where can I obtain information about a mover, broker or freight forwarder's insurance and process agent?

A. Visit <http://li-public.fmcsa.dot.gov> or call (202) 385-2423.

Q. How do I get assistance to determine if a mover has assessed the correct transportation charges?

A. Visit <http://www.stb.dot.gov> or call the Surface

Transportation Board at 1-866-254-1792.

Q. Where may I file a complaint against a mover?

A. Visit www.protectyourmove.gov or call 1-888-DOT-SAFT (1-888-368-7238) Monday - Friday between the hours of 9:00 a.m. to 9:00 p.m. EST.

Q. In addition to FMCSA, are there other authorities I should contact to report a mover?

A. Yes. State attorneys general and consumer affairs agencies are responsible for pursuing suspected moving fraud.

Q. How can I learn more about movers and transportation of household goods?

A. Visit www.protectyourmove.gov and www.moving.org.