



Consumer Assistance and Education



Mover Fraud

- Can devastate lives
- Hurts legitimate professional movers

The Mover Fraud Phenomenon

- Has become much more prevalent with growth of internet usage
- Consumers choose movers online based solely on cost
- Don't check mover's service record or reputation thoroughly
- Sometimes never even speak to actual person at service provider

Most Prevalent Move-Related Complaints

- Shipments being held "hostage" until inflated charges are paid in full
- Goods are abandoned in storage facilities

What are the Statistics?

- Department of Transportation (DOT) reports 3,000 complaints per year
- Media reports 10,000 complaints per year

On the Internet

- A wealth of information on how to prevent being scammed
- Little, if any, information on what to do after you have been scammed

The Good News

- Tougher federal consumer protection laws have been adopted
- Valuable real-time assistance from the Move Rescue program

Move Rescue Serves as Central Source for:

- Education and Assistance
- Consumer Advocacy
- Pro Bono legal referrals to Transportation Attorneys
- Shipment rescue services if appropriate

Move Rescue

- Supported by a network of legal firms across the U.S.
- Endorsed by United Van Lines and Mayflower Transit Company

How to Reach Move Rescue for Help:

- www.MoveRescue.com
- Call 800-832-1773

When You Call, You Will:

- Speak with a representative about your Rights & Responsibilities
- Be guided through appropriate courses of action

Shipment Rescue

- Move Rescue may help recover hostage or abandoned shipment
 - Rescue is not appropriate or necessary for all situations
 - Rescued shipments must meet certain criteria as well as service
- availability from United Van Lines or Mayflower Transit Co.