How to Safeguard Yourself
from Rogue Moving Companies

PREMIER
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Forward Van Lines
Moving & Storage

Moving to a new home should be a thrilling experience, not a stressful one. Unfortunately, every year, countless individuals fall prey to disreputable moving companies, leading to financial loss, damaged items, and unnecessary anxiety. In 2022 alone, the Federal Motor Carrier Safety Administration (FMCSA) logged over 7,000 complaints about moving companies, many involving dishonest practices.

The Risks of Choosing a Rogue Mover

Falling for a moving scam can have serious financial repercussions. Victims often find themselves paying double or triple the original estimate, sometimes losing thousands of dollars, along with their prized possessions. For instance, a single mother moving from Wisconsin to Texas ended up paying more than $3,000 above the initial quote and waited two months to receive her belongings.

How to Identify and **Avoid Rogue Movers**

Conduct Thorough Research

Don’t be swayed by attractive websites or flashy advertisements. Check the company's standing with the Better Business Bureau (BBB) and look for customer feedback on several platforms to get a clearer picture of their reputation.

Confirm Their Credentials

- **Check for a US DOT Number:** For interstate moves, a US DOT number is mandatory. You can verify this number using the FMCSA’s online tools to ensure the company is both registered and insured.
- **Look for an MC Number:** This is also necessary for companies handling interstate relocations and should be visible in addition to the US DOT number.

Request Proof of Insurance

A legitimate moving company will carry various types of insurance, including liability, cargo, auto, and workers’ compensation. Ask for their Certificate of Insurance (COI) to confirm coverage.

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Get Multiple Quotes

Be wary of estimates that seem too good to be true. Trustworthy movers provide detailed quotes based on the specifics of your move, such as the weight of your belongings and the distance to your new home.

Insist on a Visual Estimate

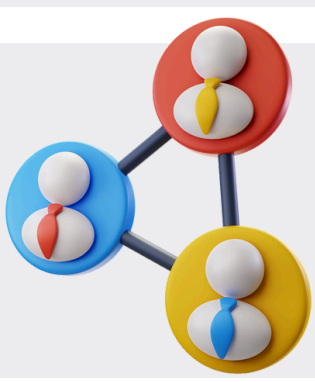
Reputable companies will want to assess your belongings in person to give you a precise estimate.

Be Wary of Large Upfront Deposits

A reliable moving company won't ask for significant payments upfront to reserve your moving date.

Document Everything

Make sure you have a comprehensive, written agreement that outlines all the terms before the move begins.



Look for Professional Affiliations

Choose movers who are recognized as "ProMovers" by the American Moving and Storage Association. This certification indicates adherence to ethical and professional standards.

Red Flags to Watch For

- Refusal to provide a written estimate.
- Use of unmarked or rented trucks.
- Lack of full-value protection insurance.
- No physical office location or frequently changing company names.

Additional Protective Measures

When moving across state lines, be sure to review the "Your Rights and Responsibilities When You Move" booklet, which reputable movers are required to provide. This document explains industry rules and your rights as a consumer.

If something seems too good to be true, it probably is. By taking the time to research and select a reputable mover, you can avoid the pitfalls of moving scams and ensure a smoother transition to your new home.

Trust your instincts and follow these guidelines to ensure that your move is handled with professionalism and care. Best of luck with your move!

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