



6 STEPS TO AVOIDING MOVER SCAMS and MISTEPS



RESEARCH BEFORE YOU HIRE

Professional-looking websites can be misleading. Reviews can be faked. So ask your real estate agent and friends for recommendations. Look up your mover on the [Federal Motor Carrier Safety Administration](#) and [Better Business Bureau](#) websites.

IS IT A BROKER OR AN ACTUAL MOVER?

Always ask the company whether it's an actual mover or a broker. Brokers are middlemen who hire 3rd party movers for you. The price might be lower, but critics warn that brokers might have lower accountability.



GET THREE IN-PERSON OR VIRTUAL ESTIMATES

The BBB warns that rogue operators rarely appear in person to give estimates. Be wary of too-good-to-be-true low-ball estimates because they probably are.

GET AN ESTIMATE BASED ON WEIGHT, NOT CUBIC FEET

Volume is easier to manipulate than weight (think about how they might pack loosely to take up space).

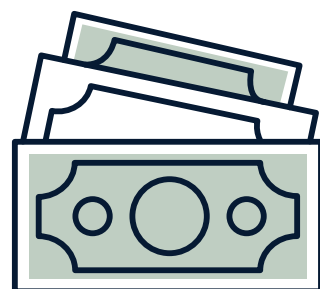


GET FULL-VALUE REPLACEMENT LIABILITY PROTECTION

It's worth the cost if your whole life is getting loaded onto a truck and being driven away!

PUSH BACK ON LARGE DEPOSIT OR CASH DEMANDS

Legitimate movers generally ask for a small deposit and full payment after delivery.



WHAT TO DO IF YOU SUSPECT FRAUD

- Contact the Better Business Bureau at www.BBB.org
- [MoveRescue](#) is a fund set up by Mayflower and United Van Lines. (800) 832-1773
- File a complaint with FMCSA at 1-888-368-7238 or [online](#)
- Learn about arbitration options at [American Moving and Storage Association](#)