



Consumer Protection

Planning a Move? What 3 questions should you ask when researching a potential mover?

1. What is your IM and DOT numbers? All moving companies licensed in the state of Florida have an IM (Intrastate Moving) number assigned to them. The lower the number the longer they have been in business. A reputable company should easily be able to tell you their IM and DOT's; if not you should be concerned.
2. What is the owner's name? If they are unable to provide you with the owner's name that should send up a red flag.
3. What is the physical address of your company and your business hours? You should check to make sure the address they are providing is a commercial business and not a home address. You should expect to hear the company's office address and that they are opened during normal. If they can't provide that information you should be concerned.

Intrastate Moves

Moves within Florida State are regulated by the Florida Department of Agriculture and Consumer Services. You can look up the company name to check if they are registered with the Florida Department of Agriculture at:

www.csapp.800helpfla.com/cspublicapp/businesssearch/businesssearch.aspx

For further information or complaints, call: 1-800-HELPFLA

Interstate Moves

Moves between states are regulated by the United States Department of Transportation (U.S.D.O.T.), a division of the Federal Highway Administration. You can look up the company name to check if they have a DOT # at:

www.ai.volpe.dot.gov/hhg/Search.asp

For further information or complaints, call: 202-366-4000

Estimates

Estimates and actual costs may vary. Be sure to show the mover everything to be moved and let them know of any special services you may require.

Liability

Liability of movers for lost or damaged goods is limited. If your home insurance does not cover moving losses you may want to consider the moving company's valuation protection, available at an additional cost.