



HOW TO BE SURE YOUR WITH A REPUTABLE MOVER

TIPS TO ENSURE YOU FIND SOMEONE YOU CAN TRUST!

At CMS Companies, we understand how stressful moving can be — especially with so many stories in the news about dishonest movers taking advantage of families. That's why we go above and beyond to earn your trust. We take your move — and your belongings — seriously. Whether you choose us or another provider, we want you to feel confident you're hiring a reputable, reliable team.

So how can you tell a legitimate mover from a scam? It may take a little research, but a few minutes spent checking credentials and reviews can save you from costly and frustrating surprises later on. We're here to help you make an informed, confident choice.

We've put together this checklist to help you verify a mover's credibility and protect your belongings:

All Moves

- ✓ Do a quick background check before you book. The Better Business Bureau offers a [Scam Tracker](#) where you can see if any complaints have been filed against a moving company — and what others are saying about their experiences.
- ✓ If you run into suspicious or unsafe behavior, report it to the Federal Motor Carrier Safety Administration (FMCSA) by calling their nationwide complaint hotline at 1-888-368-7238 (1-888-DOT-SAFT) or visiting their website [here](#).
- ✓ To find trustworthy movers, including both van lines and independents, take a look at the ATA ProMover Directory [here](#) — it's a great place to start when you want peace of mind.

How To Be Sure You're With a Reputable Mover

Interstate Moves

- ✓ Verify that the moving company is registered with the FMCSA and has a valid [U.S DOT Number](#).
 - ✓ By law, your mover must provide you with a copy of [Your Rights and Responsibilities When You Move](#) — make sure you receive it.
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Before the Move

- ✓ Confirm the exact pickup and delivery dates, along with how your belongings will be handled.
 - ✓ Ensure you have clear contact information for the company — before, during, and after the move.
 - ✓ Verify that the mover has proper insurance, and consider purchasing additional valuation coverage if needed.
 - ✓ Gather quotes from multiple companies, and make sure each estimate includes an in-person or virtual inventory assessment.
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Moving Out Day

- ✓ Be present on moving day to answer questions, give directions, and stay until everything is loaded.
 - ✓ Walk through the inventory process with the mover, and document the condition of your items.
 - ✓ Carefully review the estimate, bill of lading, inventory sheet, and all documents before signing anything.
 - ✓ Before the truck departs, do a final walkthrough to ensure nothing has been left behind.
 - ✓ Provide the driver with clear directions to your new home.
 - ✓ Make sure both the driver and the moving company have your contact information for the duration of the move.
 - ✓ Hold on to the [bill of lading](#) until your items are delivered, all charges are paid, and any potential claims are resolved.
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Moving In Day

- ✓ Stay on-site to supervise the delivery, answer any questions, and provide directions as needed — don't leave until everything is unloaded.
- ✓ Pay the driver according to the terms of your agreement before unloading begins.
- ✓ Inspect boxes and items for damage, and make detailed notes before signing any final paperwork.