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## PLANNING A HOME OR OFFICE MOVE? HOW TO AVOID THE SCAM AND FIND A PROFESSIONAL MOVER

Anyone can create a website, rent a truck and call themselves a mover. Unfortunately, the list of people who have been scammed continues to grow.

**LOOK FOR THESE RED FLAGS TO AVOID BEING A VICTIM:**

**LOW QUOTE:** The price is below market rate. This is how the rogue mover sets the bait. As the saying goes: If it sounds too good to be true, it probably is.

**PHONE QUOTE:** The mover doesn't want to visit your home or office. A legitimate mover will conduct an in-person consultation or a virtual tour and provide a written estimate and contract.

**WEB QUOTE:** While convenient, an online calculator or mobile app cannot be relied upon to provide an accurate quote. Every move is unique and your quote should reflect that.

**INSURANCE:** Inadequate insurance protection. This is a complex area that should be well explained by the mover. Always obtain insurance details in writing with the offer.

**CONTRACT:** You don't see the contract until moving day. A professional mover will provide the contract up front.

**NO LOGO:** The truck shows up without a logo and the moving crew isn't in uniform. A professional mover takes pride in its appearance and that of its employees.

**DEMAND:** Your possessions are held hostage and the mover demands extra money, refusing to release your property until you pay. A detailed quote and contract helps both parties understand their responsibilities and avoid this situation altogether.

**PROTECT YOURSELF WITH THESE TIPS:**

- Use the Canadian Association of Movers (CAM) to find a reputable mover. This independent organization grants the Certified Canadian Mover designation to companies that meet certain high standards.
  - Consult the Better Business Bureau (BBB) and the provincial government's Consumer Beware List.
  - Obtain written estimates and compare rates with the competition.
  - Beware of scammers who unscrupulously use BBB and CAM logos on their website. Always verify the mover's certifications and stated affiliations.
  - View the CBC Marketplace episode: "Moving company nightmares: Can you trust your mover?"
- For more tips and consumer alerts, visit the CAM website at [www.mover.net](http://www.mover.net).

## NEW JOB – DOWNSIZING – OFFICE MOVE – FAMILY CHANGES THINKING OF MOVING?



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