

# CONSUMER RESOURCES

## Canadian Association of Movers

Contact the Canadian Association of Movers to:

- obtain a list of certified professional movers in your area;
- validate a mover's certification (even the one offering you this pamphlet);
- find valuable information about moving; or
- request assistance for your move.

Complete documentation on the Certified Canadian Mover Program, the *Good Practice Guidelines for Canadian Movers* and the *Consumer Checklist for Choosing a Moving Company* can be found on our website at:

[www.mover.net](http://www.mover.net)

## Industry Canada

We encourage you to review Industry Canada's *Consumer Checklist for Choosing a Moving Company*. It can be found on their website at:

[www.ic.gc.ca/eic/site/oca-bc.nsf/eng/ca02029.html](http://www.ic.gc.ca/eic/site/oca-bc.nsf/eng/ca02029.html)

Contact information for the Office of Consumer Affairs at Industry Canada can also be found on CAM's website, [www.mover.net](http://www.mover.net), by clicking on the Consumer link.

## Better Business Bureau

Contact information for all Better Business Bureaus in Canada can be obtained at: [www.bbb.org](http://www.bbb.org). This can also be found on our website [www.mover.net](http://www.mover.net).

# CANADIAN ASSOCIATION OF MOVERS

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# CHOOSING A MOVER

## WHO WILL YOU TRUST?

*This pamphlet is given to you by a mover who is committed to providing you with a professional move and who is recognized by the Canadian Association of Movers as having met all program standards.*

## The Certified Canadian Mover Program

was developed by:  
**Canadian Association of Movers**

with the assistance of:  
**Office of Consumer Affairs,  
Industry Canada**

**Canadian Council of  
Better Business Bureaus**

## IS IT TOO GOOD TO BE TRUE?

You are about to turn over all of your household possessions to a mover. Much of the stress that comes with moving can be relieved by hiring the right people. A wrong choice can result in serious costs – emotional and financial.

A scam operator will take advantage of consumers by offering cut-rate prices, making unrealistic promises, inflating the price on moving day and holding the household possessions for ransom. Consumers need to beware of the "criminal enterprise disguised as a moving company," as described by Det. Kevin Hooper with the Toronto Police Service (CNEWS, 2010-05-20, "Cops haul in moving-scam suspects").

And worse, there are individuals who set themselves up as move brokers, trolling for customers on-line or by other forms of advertising. They do not have trucks, offices, manpower, warehouses, workplace safety certificates (without one, the consumer is liable for worker accidents in their home) or insurance coverage. Instead, they simply find customers, then broker the business out to anyone who will agree to accept the order.

These con artists take no responsibility for the level of service delivered. Be certain that the company you choose does in fact have the resources to do the job. A few red flags that a consumer should be on the lookout for include:

- Operators with a cell phone number only (no regular business number)
- Operators without a physical address
- Operators who only accept cash (so you can't stop payment)
- Operators who don't pay the tax
- Operators who refuse to come to the home to do a visual survey

If it looks and sounds too good to be true, it is.

Buyer Beware!

Why take the chance? Move with a mover who is a member of CAM.

## CONSUMER'S RESPONSIBILITY

Research prospective moving companies before making your final selection. Ask for estimates from at least three reliable movers in your area and check their references, so that you can evaluate your options and costs. Get all promises in writing. Look for best value – not best price.

Contact the Association and we will recommend a Certified Canadian Mover who will deliver a moving service that is fair in practice and cost, professional, safe and timely. Contact your local Better Business Bureau to obtain a reliability report before hiring.

IT'S YOUR RESPONSIBILITY TO MAKE AN INFORMED CHOICE. IT'S OUR RESPONSIBILITY TO HELP YOU MAKE IT.

## OUR COMMITMENT

The Canadian Association of Movers developed the Certified Canadian Mover Program based on its own *Code of Ethics*, and the *Good Practice Guidelines* and *Consumer Checklist* developed by Industry Canada's Office of Consumer Affairs and a committee of stakeholders from the moving industry, consumer-rights organizations, business interests, provincial governments and educational institutions.

A Certified Canadian Mover is committed to abiding by our Code of Ethics and Industry Canada's Good Practice Guidelines.

Our program will provide you with confidence

- in your choice of mover;
- in the information provided to you; and
- in your mover's professionalism.

## OUR CODE OF ETHICS

The members of the Canadian Association of Movers work toward a common goal of fostering high standards of ethical conduct within the Association and throughout the industry and pledge to follow its guide to professional conduct.