



## **Background on Rogue Movers**

More consumers are going online to find a moving company, basing their choices primarily on cost with little regard to a company's service record or reputation. As a result, an ever-growing number of people are being scammed by unscrupulous "rogue movers," who are not licensed movers with real operations. It's not only a problem to those who are being scammed. It is also tarnishing the reputation of honest, legitimate moving companies across the country.

The magnitude of mover fraud activities – including the crime of "holding goods hostage," is difficult to gauge. The Department of Transportation (DOT) says it receives about 4,000 complaints per year about household moving contracts, but news outlets report the number of consumer complaints to be as high as 10,000 per year.

Mover fraud can range from minor violations to the most serious situations, such as illegally holding a customer's belongings hostage until a large sum of money is paid. The taking of hostage goods is the moving scam most reported in the news, and it is the number one complaint on consumer-advocate and anti-scam Web sites.

Aggravating the situation is the fact that local police may only become involved in mover fraud if the moving company has broken a local or state law, because they're not authorized to enforce the federal civil laws that govern the moving industry.

Despite the amount of media coverage about mover fraud and the lack of control over it, the support system for victims of move-related crimes has been poor. MoveRescue<sup>SM</sup> was created to provide consumers with legal counsel, information and direction when customers feel they've been scammed by a dishonest mover.

MoveRescue is endorsed by a network of legal firms throughout the United States, United Van Lines and Mayflower Transit.