



## NEWS RELEASE

For more information:  
Jennifer Bonham  
MoveRescue  
636-349-2508  
jennifer\_bonham@unigroupinc.com

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### **HELP CENTER ESTABLISHED FOR CONSUMERS WHO SUSPECT THEY ARE VICTIMS OF MOVER FRAUD**

*MoveRescue<sup>SM</sup> provides information on what to do and where to go if consumers believe they have been scammed by dishonest movers.*

ST. LOUIS -- To help consumers who have fallen victim to moving company fraud, a group has joined together to form **MoveRescue<sup>SM</sup>** -- a central source for consumers who need legal assistance or anti-fraud information if they believe they've been scammed by a dishonest moving company.

The program is supported by a network of legal firms throughout the United States and is sponsored by United Van Lines and Mayflower Transit.

Carl Walter, head coordinator of MoveRescue, says the magnitude of problems with rogue movers is hard to gauge.

"The Federal Motor Carrier Safety Administration (FMCSA) receives about 4,000 to 5,000 complaints about mover fraud each year. That doesn't even count the number of complaints registered through Web sites and through the news media," Walter said.

"We just know that more customers are sharing their horror stories about movers who take their goods 'hostage' illegally and demand large sums of money – sometimes thousands of dollars -- to get them back. In other cases a mover will put the customers goods in storage; skip town with the money already collected, and can't be found."

Walter said that many reputable organizations, including FMCSA, have stepped up to the plate to provide information to consumers about how to protect themselves against dishonest movers before they move. The FMCSA posts information on moving on its Web site and consumers can register a complaint against an interstate mover by calling 888-368-7238.

"The next logical step was to provide a central source for consumers who have already been scammed; a place where they can turn for more detailed assistance," said Walter. "In some cases, consumers may even qualify for **Shipment Rescue**, where either a Mayflower or United agent may help "rescue" a shipment being held hostage. That's how involved we want to be to help consumers find solutions."

Assistance through MoveRescue is available at [www.moverescue.com](http://www.moverescue.com) or by calling **800-832-1773**. Consumers who call this number will talk to a representative who can assess the situation and direct the caller through the appropriate next steps. In some cases, the caller will be advised on steps for legal assistance. In other cases, the caller may be directed toward another course of action that's appropriate for the situation.

United Van Lines, the nation's largest household goods transportation company, also transports electronic equipment, trade show exhibits and displays, works of art, and specialized freight. United maintains a network of more than 1,000 affiliated agencies throughout the world. More information about United and its services can be obtained through the company's Web site at [www.unitedvanlines.com](http://www.unitedvanlines.com).

Mayflower Transit, founded in 1927, is one of the nation's largest household goods movers and also transports electronic equipment, trade show exhibits and displays, works of art, and specialized freight. Mayflower maintains a global network of 600 affiliated agencies. More information about Mayflower Transit and its services can be obtained through Mayflower's Web site at *www.mayflower.com*.