

Hiring a Trustworthy Mover

New to the military or nearing retirement? Follow these helpful tips to prepare for a safe move



1. Do your research & verify credentials: Check BBB.org for BBB Accredited movers and consult AMSA or CAM for reputable options. Verify their experience, reviews, licenses, insurance, and industry affiliations. A company that moves you across state lines or outside the U.S. must be registered with the U.S. Department of Transportation (DOT). Search the DOT website to check registrations and get details about the company. Check for additional certifications from the American Trucking Association.

2. Discuss terms: Ask about payment terms and methods, including any required deposit and when full payment is due. Inform your bank of your move to avoid issues with unusual credit card charges.

3. Insure your possessions & take valuables with you: Ensure your mover offers full-value protection insurance for lost or damaged items and understand its limitations. Consider extra coverage for high-value

items like wide-screen TVs. Ask each mover what they charge to insure your goods and what they pay if things are damaged. Carry cash, coins, jewelry, photographs, and important papers with you or ship them separately with tracking and insurance.

4. Prepare for potential damage: Even with careful movers, damage can happen. Ask about items not covered by insurance, like hazardous materials, jewelry, and currency. Check what your homeowners' insurance and replacement valuation protection cover. If others will be in your home, document its condition before and after to address potential damage.

5. Get it in writing: Get at least three written estimates from different movers, ideally after home visits. Document all services and be wary of unusually low estimates. Make sure any changes are understood and documented.

For additional assistance, please contact Credit.org at (951) 781-0114.

Made possible by:

