

Helping consumers find reputable movers

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The Canadian Association of Movers is aiming to help consumers choose good movers through a program that certifies movers and requires them to adhere to standards of ethical conduct.

"We've received hundreds of phone calls from the public interested in this service, since we introduced the program this spring," CAM president John Levi, said in an interview.

Levi says the association is aware that moving firms are a leading source of complaints to the Better Business Bureau.

"Consumers are often stung by fly-by-night movers who sometimes hold the consumer's goods at ransom unless they're paid an additional sum - it's a big source of complaints."

In response, Levi says CAM is providing a Certified Canadian Mover Program, which provides consumers with assurance that the certified movers they hire are professional and ethical - and most importantly, that they keep their promises.

Levi says the program offers good-practice guidelines for movers and a check-

list for consumers when choosing a mover.

The checklist covers off such items as doing a BBB check and also checking with CAM prior to choosing a mover.

Levi says that for movers, the program lays out requirements for becoming and remaining a Certified Canadian Mover and for dealing with consumers. It also provides assurance to consumers that certified movers will conform to the standards in CAM's Good-Practice Guidelines and will meet their realistic expectations, based on the consumer checklist.

Certified Canadian Movers must demonstrate that they are professional and reputable by providing, for example, proof of insurance and agreement to facilitation in resolving disputes. They undergo a check of their performance record and industry reputation.

Movers must continue to meet the requirements to remain in the program. Levi says certification can mean added business for movers.

Consumers can check the referrals on CAM's website at www.mover.net or by calling 1-866-860-0065.