



Canadian Association of Movers  
Association canadienne des déménageurs  
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October 8, 2008

**Meeting with Ontario's Ministry of Small Business & Consumer Affairs, 10:30 am,  
October 7, 2008**

**In attendance from the Ministry:**

- Chris Ferguson, Director, Consumer Protection Branch
- Vishnu Kangalee, Manager, Consumer Services Bureau and Compliance, Consumer Protection Branch
- Dave Bradbury, Manager, Investigation Unit, Consumer Protection Branch

**In attendance from CAM:**

- Perry Thorne, CAM Director and Operations Manager, Greg & Sons Moving and Storage
- John Levi, President, Canadian Association of Movers

**Information Provided to the Ministry:**

- Complaints received by CAM in the six month preceding September 16, 2008
- CAM's Certified Canadian Mover Program flyer

**Information received from the Ministry**

- Listing of complaints against movers received from 2005/07/30 to 2008/10/07 – note that some consumers may have more than one complaint in any single event – billing dispute + damage + lost goods, etc.
- Ministry flyers
  - *What You Need to Know About Hiring a Mover*
  - *What You Need To Know About Getting an Estimate*

**DISCUSSION**

Several topics were discussed with the Ministry:

- Clarification of \$0.60 coverage versus replacement value protection
- Importance of educating the consumer. The Ministry offered CAM the opportunity to participate as a sponsor on their 2010 calendar. (perhaps we could do this by subscription to interested Ontario members.  
Perry mentioned that education should be on a proactive not a reactive basis.
- Actions in process by the ministry include four investigations and one court case

- We talked about the allowance for delays caused by traffic, weather or other factors not in the consumer's control. These cannot be charged for but availability of keys, parking, customer who is not ready can be charged. The ministry reminded us that it's important to have a consumer sign a change form onsite for those times when the conditions of a move change from the estimate.
- There is a Consumer Beware listing on the Ministry's website at [www.consumerbeware.mgs.gov.on.ca](http://www.consumerbeware.mgs.gov.on.ca). It details bad actors in our industry in Ontario
- Chris Ferguson offered to speak to CAM members either on moving-related issues or to members as consumers.
- The Ministry would like to exchange data on complaints with CAM on a quarterly basis.
- The Ministry asked about CAM members acting as industry/expert witnesses in court actions.
- We were advised that contracts may be invalid if they are not accompanied by a statement of consumer rights.

# Complaints to Canadian Association of Movers

## A 6-month summary

September 16, 2008

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- Since Mar 1/08 (to date), CAM has received 79 complaints
- Complaints tend to involve multiple, overlapping issues, such as damage resulting in an insurance claim or the dispute over the cost results in the mover holding the goods beyond the delivery date
- Half of the complaints (39) relate to disputes over the final cost/payment
  - the mover demanded over 110%, even double, the estimate and refused delivery until paid
  - the estimate was low-balled and the mover is now demanding payment for far greater weight or hours
  - additional charges were never disclosed until the final bill
  - customer is forced to pay for services promised but not received
  - customer is forced to sign documents that have been altered or no delivery
  - mover refuses to prove weight
  - changing the terms of payment, usually to cash only
- Just under half (30) relate to damage to property
  - Items dropped, such as a safe down the stairs
  - Items smashed, scratched, dented; parts missing
  - Damage to walls and floors
- Just under half (30) relate to timing issues
  - the mover has delayed delivery well beyond promised date (from a few days to a couple of months late)
  - customer cannot get a commitment from the mover
  - movers' arrival was so late (hours) that customers had to get another mover resulting in movers threatening to sue
  - the truck is broken down and goods are sitting in the truck somewhere
  - workers were very slow/inexperienced, dragging out the time taken to complete the move
- Complaints also dealt with issues such as
  - Handling of the goods (18)

- goods were left behind, or dropped on the driveway or on the front lawn and customer has to finish the move
    - refusal to move goods in difficult situations and customer has to finish the move
    - two trucks promised and only one arrived causing improper loading, multiple trips
  - Company employees/owners (18)
    - staff were unprofessional, inexperienced
    - not returning calls, stonewalling, just hanging up on customers
  - Loss of goods (15)
    - usually it is the more valuable items like paintings, new power tools, quality furniture, wine
    - mover refuses to disclose where the customer's property is and when they'll get it
  - Insurance claims (6)
    - customer paid extra for insurance but mover won't discuss any claim
    - promised to refund or repair but customer is still waiting
  - Problems with the estimate (4)
    - the terms and conditions were verbal, enabling denial of promises and agreements
    - the estimate did not itemize promises or services
- Other
  - Legitimate charges not understood by consumer
  - Violations of Conditions of Carriage (CC) in Highway Traffic Act
    - mover has modified the CC to absolve himself of charges (e.g., delay – except when truck breaks down, etc.)

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AND CONSUMER SERVICES**
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**Consumer Protection**

## CONSUMER PROTECTION

[Data last updated on Oct 08, 2008 at 06:00 hours]

**Search Results**

Your search result on service type **MOVING COMPANIES** requested on Oct 8, 2008 returns **35** records. To select the record, click on the Name of the record that you desire.

Name	Does Business As	Address
ACE RELOCATION SERVICES INC.		187 BAYVIEW AVENUE, RR # 1, SITE 4 BOX 1 PORT MCNICOLL, ON LOK 1R0
ALL CHOICE / K & M MOVERS / ULTIMATE MOVERS	K & M MOVING AND STORAGE SCARBOROUGH	2210 MARKHAM ROAD, UNIT 7 SCARBOROUGH, ON M1B 5V6
ANDREJS LUDZENEKS	IMOVE CANADA	2909 DUNDAS STREET W, UNIT B2 TORONTO, ON M6P 1Z1
AVERY MOVING & STORAGE, 1510750 ONT LTD		866 GLENCAIRN AVENUE TORONTO, ON M6B 2A5
BEST PRICE MOVERS LTD.		1027 FINCH AVENUE W, UNIT 30103 TORONTO, ON M3J 3L6
CAN AMERICAN VAN LINES	DOMINION MANAGEMENT INC	350 OAKDALE ROAD, UNIT 6 TORONTO, ON M3N 1W5
CANAMERICAN VAN LINE		17 BARBERRY PLACE, UNIT 2115 TORONTO, ON M2K 3E2
CANAMERICAN VANLINE	2081651 ONTARIO INC.	350 OAKDALE RD UNIT 6 NORTH YORK, ON
CANMOVE		600 BAY STREET, SUITE 405 TORONTO, ON M5G 1M6
CAPITAL MOVING SERVICES INC		690 PROGRESS AVE UNIT 13-14 SCARBOROUGH, ON M1H 3A6
COMFORTABLE MOVERS	SYED HUSSAIN	5 GLAMORGAN AVENUE, APT 808 SCARBOROUGH, ON M1P 4P1
EASY MOVING		1701 WAVELL CRES MISSISSAUGA, ON L4X 1X2
HEARTLAND MOVING AND STORAGE		300 EARL GRAY DRIVE 342 KANATA, OTTAWA, ON K1B 4S6
IMOVE SOLUTIONS/IMOVE CANADA		2909 DUNDAS STREET W, UNIT 2 TORONTO, ON M6P 1Z1
 MOVING SYSTEMS		87 WALLBRIDGE CRES BELLEVILLE, ON L8P 1Z5
LEWIS MOVERS LIMITED		1760 ELLESMERE ROAD SCARBOROUGH, ON M1H 2V5
LIBERTY MOVING AND STORAGE		1133 MAIN STREET EAST HAMILTON, ON L8N 1K1
LOGAN MOVING & STORAGE INC.		7546 REDSTONE ROAD MISSISSAUGA, ON L4T 2B8
M&G MOVING		2131 WILLIAMS PKWY, UNIT 14

		BRAMPTON, ON L6S 5Z4
MAGNUM MOVING AND STORAGE		120 SHELBORNE AVENUE, UNIT 302 NORTH YORK, ON M6B 2M7
MOVEWORKS INC.		2355 TEDLO STREET, UNIT 3 MISSISSAUGA, ON L5A 3W7
MOVING EXTRAVAGANZA/ELITE MOVING SERVICES INC.	KNIGHT OPERATIONS	57 PARKWOODS VILLAGE DRIVE SCARBOROUGH, ON M3A 2X2
PARAGON MOVERS & CARTAGE		367 HIGHWAY 5 W DUNDAS, ON L9H 5E2
PLANNED DIRECTIONS INC.		1084 QUEEN STREET W, UNIT 45B MISSISSAUGA, ON L5H 4K4
QUICK BOYS MOVING & STORAGE INC.		97 NEWKIRK ROAD RICHMOND HILL, ON L4C 3G7
ROAD RUNNER TRUCKING		29 HIGHWAY AVENUE LONDON, ON N6C 2K4
SAVE AND SECURE SELF STORAGE INC.	MEGA CITY SAVE AND SECURE SELF STORAGE	97 PELHAM AVENUE TORONTO, ON M5N 1A5
SERENITY MOVERS		TORONTO, ON
SHORT NOTICE MOVERS AND STORAGE		180 FRONT STREET N SARNIA, ON N7T 5S3
TRIPLE A MOVERS		4690 DUFFERIN STREET NORTH YORK, ON M3H 5S5
TWO SMALL MEN WITH BIG HEARTS MOVING CO.	THE BIG LITTLE COMPANY LTD.	100 RIVALDA ROAD NORTH YORK, ON M9M 2M8
TWO SMALL MEN WITH BIG HEARTS	MANAGER- DAVE WITT	A-39 STOFELLA DRIVE W ETOBICOKE, ON M9W 6A8
XPRESS MOVERS		970 LAWRENCE AVENUE W, UNIT 805 TORONTO, ON M6A 3B6
XPRESS MOVERS		970 LAWRENCE AVENUE W, UNIT 805 TORONTO, ON M6A 3B6

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The information appearing in the report is current as of the date of printing. Due to the rules for making information available to the public, users of the report are cautioned that a supplier's name may not appear in relation to recent complaints that may have been made. A charge or charges against a supplier are not an indication that the supplier is guilty of an offence, unless so determined in a court of law.

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**CONSUMER PROTECTION BRANCH  
COMPLAINTS BY INDUSTRY / SERVICE / ACTION**

October 7, 2008

Date Created: From 2005/07/30 to 2008/10/07  
 Industry: CONSUMER SERVICES  
 Service: MOVING COMPANIES  
 Action: All

Industry: I03 CONSUMER SERVICES

Service: S06 MOVING COMPANIES

Code	Action	# Mail %	# FAX %	# E-Mail %	# Phone In %	# Walk-In %	# W/I-Doc %	# E-Compl %	# Courier %	# ODR %	Total
	10 ESTIMATE RULE *	6 10.00	2 3.33	4 6.67	41 68.33	0 0.00	0 0.00	6 10.00	1 1.67	0 0.00	60 (6)
	10-DAY COOLING-OFF PERIOD	1 25.00	0 0.00	0 0.00	3 75.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	4
	AUTHORIZATION NOT GIVEN	0 0.00	0 0.00	0 0.00	1 100.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	1
	BILLING DISPUTE	18 15.13	4 3.36	4 3.36	83 69.75	0 0.00	0 0.00	6 5.04	4 3.36	0 0.00	119 (1)
A38	BUSINESS TO BUSINESS	0 0.00	0 0.00	0 0.00	1 50.00	0 0.00	0 0.00	1 50.00	0 0.00	0 0.00	2
A78	CANCELLATION OF CONTRACT (CPA, BPA, PSA)	2 40.00	0 0.00	0 0.00	2 40.00	0 0.00	0 0.00	0 0.00	1 20.00	0 0.00	5
A80	CHANGE OF MIND	0 0.00	0 0.00	0 0.00	1 100.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	1
	CHARGING FOR ASSISTANCE WITHOUT DISCLOSUR	1 100.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	1
A70	COMPANY CLOSED	0 0.00	0 0.00	1 50.00	1 50.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	2
	CONDUCT	5 9.26	1 1.85	6 11.11	34 62.96	0 0.00	0 0.00	8 14.81	0 0.00	0 0.00	54
A82	CONTRACT NOT FORMED	1 7.69	0 0.00	0 0.00	12 92.31	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	13
AAA	DEFECTIVE PRODUCT	1 50.00	0 0.00	0 0.00	1 50.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	2
	DEFICIENT DISCLOSURES IN AGREEMENT	0 0.00	0 0.00	0 0.00	2 100.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	2
A26	DEPOSITS/UPFRONT FEE	1 100.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	1
	DISCLOSURE NOT CLEAR, COMPREHENSIBLE AND F	0 0.00	0 0.00	0 0.00	1 100.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	1
A97	ESTIMATE NOT PROVIDED	1 33.33	0 0.00	0 0.00	2 66.67	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	3
	FAILURE TO DELIVER INITIAL DISCLOSURE STATEM	0 0.00	0 0.00	0 0.00	1 100.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	1
A37	FAILURE TO KEEP PROPER BOOKS AND RECORDS	0 0.00	0 0.00	0 0.00	2 100.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	2
A58	FAILURE TO PROVIDE	7 12.73	1 1.82	3 5.45	38 69.09	0 0.00	0 0.00	6 10.91	0 0.00	0 0.00	55
A92	FAILURE TO REFUND	2 18.18	0 0.00	1 9.09	6 54.55	0 0.00	0 0.00	2 18.18	0 0.00	0 0.00	11
	FAILURE TO RETURN PARTS	0 0.00	0 0.00	0 0.00	1 100.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	1
A86	HARASSMENT	0 0.00	0 0.00	0 0.00	3 75.00	0 0.00	0 0.00	1 25.00	0 0.00	0 0.00	4
	HOLDING GOODS TO RANSOM *	5 11.36	2 4.55	4 9.09	28 63.64	0 0.00	1 2.27	4 9.09	0 0.00	0 0.00	44
A20	INCOMPLETE ORDER	0 0.00	0 0.00	0 0.00	1 100.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	1
A67	INCOMPLETE ORDER/PARTIAL DELIVERY	0 0.00	0 0.00	0 0.00	3 100.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	3
A41	INFORMATION REQUESTED	0 0.00	0 0.00	4 3.96	97 96.04	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	101 (3)
	INVOICE NOT DELIVERED	0 0.00	0 0.00	1 50.00	1 50.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	2
A79	LATE DELIVERY	1 7.14	2 14.29	1 7.14	7 50.00	0 0.00	0 0.00	3 21.43	0 0.00	0 0.00	14
A69	LOST GOODS	1 10.00	0 0.00	0 0.00	7 70.00	0 0.00	0 0.00	1 10.00	1 10.00	0 0.00	10 (3)
A25	LOST/DAMAGED ITEMS *	10 12.66	2 2.53	11 13.92	47 59.49	1 1.27	0 0.00	4 5.06	3 3.80	1 1.27	79 (4)
	MATERIAL CHANGE TO AGREEMENT	1 50.00	0 0.00	0 0.00	1 50.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	2
A01	MISLEADING ADVERTISING DISCLOSURES	0 0.00	0 0.00	0 0.00	2 100.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	2
A59	MISREPRESENTATION	14 30.43	3 6.52	2 4.35	22 47.83	0 0.00	0 0.00	5 10.87	0 0.00	0 0.00	46
A65	NEGATIVE OPTION MARKETING	0 0.00	0 0.00	0 0.00	1 100.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	1

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Code	Action	# Mail %	# FAX %	# E-Mail %	# Phone In %	# Walk-In %	# W/I-Doc %	# E-Compl %	# Courier %	# ODR %	Total
B01	NO AUTHORISATION/DETAILS MISSING	0 0.00	0 0.00	0 0.00	2 100.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	2
A98	NO INVOICE PROVIDED	0 0.00	0 0.00	0 0.00	3 100.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	3
A12	NO WRITTEN CONTRACT	1 14.29	0 0.00	0 0.00	6 85.71	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	7
A68	NON-DELIVERY OF GOODS	0 0.00	1 12.50	0 0.00	7 87.50	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	8
A22	NOT HONOURING CONTRACT TERMS/PROVISIONS	3 17.65	1 5.88	1 5.88	12 70.59	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	17
A08	OVERCHARGING *	17 19.54	5 5.75	6 6.90	43 49.43	1 1.15	1 1.15	10 11.49	3 3.45	1 1.15	87 (5)
A54	PRICING	0 0.00	0 0.00	0 0.00	5 100.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	5
A61	QUALITY	0 0.00	0 0.00	0 0.00	4 66.67	0 0.00	0 0.00	1 16.67	1 16.67	0 0.00	6
A10	QUALITY OF SERVICE *	20 17.86	4 3.57	5 4.46	77 68.75	0 0.00	0 0.00	5 4.46	1 0.89	0 0.00	112 (2)
	QUALITY OF SERVICES	3 18.75	0 0.00	1 6.25	9 56.25	0 0.00	0 0.00	3 18.75	0 0.00	0 0.00	16
A11	REFUNDS AND EXCHANGES	0 0.00	0 0.00	0 0.00	1 100.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	1
A85	REPUTATION OF COMPANY	0 0.00	0 0.00	0 0.00	49 98.00	0 0.00	0 0.00	1 2.00	0 0.00	0 0.00	50
A24	SERVICE NOT PERFORMED/PROVIDED	0 0.00	0 0.00	0 0.00	5 83.33	0 0.00	0 0.00	1 16.67	0 0.00	0 0.00	6
A13	STAFF ARE IMPOLITE, DISCOURTEOUS, UNCOOPER	0 0.00	0 0.00	0 0.00	3 100.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	3
B05	TELEMARKETING	0 0.00	0 0.00	1 9.09	5 45.45	0 0.00	0 0.00	4 36.36	1 9.09	0 0.00	11
	UNAUTHORIZED WITHDRAWAL	1 50.00	0 0.00	1 50.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	2
A15	UNDISCLOSED FEES/COSTS	0 0.00	1 33.33	1 33.33	0 0.00	0 0.00	1 33.33	0 0.00	0 0.00	0 0.00	3
A17	WARRANTY ISSUES	0 0.00	0 0.00	0 0.00	1 100.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	1
<b>Service Totals:</b>		<b>123 12.42</b>	<b>29 2.93</b>	<b>58 5.86</b>	<b>685 69.19</b>	<b>2 0.20</b>	<b>3 0.30</b>	<b>72 7.27</b>	<b>16 1.62</b>	<b>2 0.20</b>	<b>990</b>
<b>Industry Totals:</b>		<b>123 12.42</b>	<b>29 2.93</b>	<b>58 5.86</b>	<b>685 69.19</b>	<b>2 0.20</b>	<b>3 0.30</b>	<b>72 7.27</b>	<b>16 1.62</b>	<b>2 0.20</b>	<b>990</b>
<b>Grand Totals:</b>		<b>123 12.42</b>	<b>29 2.93</b>	<b>58 5.86</b>	<b>685 69.19</b>	<b>2 0.20</b>	<b>3 0.30</b>	<b>72 7.27</b>	<b>16 1.62</b>	<b>2 0.20</b>	<b>990</b>