



# Press Release

From the BBB Serving Southern Alberta  
and East Kootenay



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## **BBB and the Canadian Association of Movers urge consumers to hire trustworthy moving companies**

FOR IMMEDIATE RELEASE

March 29, 2018 - CALGARY, ALBERTA - In light of a recent [CBC article](#) citing a Calgary mover who has been charged with uttering death threats against clients, BBB and the Canadian Association of Movers are warning consumers about the potential pitfalls of hiring movers.

**BBB and CAM urge consumers to always check the following when looking for a professional mover:**

- **Ask the mover about shipment valuation and licensing.** Shipment valuation is the total value of a shipment agreed upon in order to secure a specific freight rate. Also find out what your household insurance will and won't cover during a move.
- **Verify the mover's claims, credentials and professional memberships.** Scammers and fly-by-night operators won't be able to substantiate a good reputation.
- **Insist on in-person inspections to obtain accurate price estimates.** While it is possible to get quotes over the phone, it's best to have movers inspect your area in order to accurately understand how much, and what exactly, you will be moving.
- **Get everything in writing.** Try to obtain three different written estimates in person from different movers. Also ask for written documentation of special terms and conditions, complete costs, payment timelines and warranty information. If it's not written down, it doesn't exist.
- **Check out the company's rating with BBB and standing with CAM.** BBB and CAM provide trustworthy and relevant information about moving companies and contractors. Check out a company's rating with BBB, complaint history, verified customer reviews and other important information. Check with CAM for a detailed [consumer checklist](#) for hiring a qualified mover.



**ABOUT CAM:**

Canadian Association of Movers (CAM), Canada's moving industry trade association, is working hard to ensure that consumers receive quality, professional services, by setting operating standards, using trained staff and equipment, and being attentive to consumer needs and existing legislation. CAM is identifying rogue movers that are cheating and abusing Canadian consumers and helping consumers find trusted, reputable movers.

For more consumer tips, visit [bbb.org](http://bbb.org).

**Media contacts:**

**Leah Brownridge, Media and Corporate Communications Specialist**

BBB Serving Southern Alberta and East Kootenay

[403-531-8793](tel:403-531-8793) or [leah@calgary.bbb.org](mailto:leah@calgary.bbb.org)

**Nancy Irvine, President**

Canadian Association of Movers

905-848-6579 or [admin@mover.net](mailto:admin@mover.net)

**BBB serving Southern Alberta and East Kootenay**

350 - [7330 Fisher Street SE Calgary, AB T2H 2H8](http://www.bbb.org) - Phone: [403.531.8784](tel:403.531.8784) Fax: [403.640.2514](tel:403.640.2514)

**About BBB:**

For more than 100 years, Better Business Bureau has been helping people find

BBB is a nonprofit, business-supported organization that sets and upholds high standards for fair and honest business behavior. BBB services to consumers are free of charge. BBB provides objective advice, BBB Business Profiles on more than 5.3 million companies, 11,000 charity reviews, dispute resolution services, alerts and educational information on topics affecting marketplace trust. Visit [bbb.org](http://bbb.org) for more information.