



## **May is Moving Month - choose your mover carefully**

**May 10, 2022/CALGARY** - May is Moving Month at Better Business Bureau. Starting a new chapter of your life in a new home is exciting. Moving can also be a stressful event. Add in a lingering public health crisis and the stress can seem monumental and overwhelming.

That's why BBB and the Canadian Association of Movers (CAM) are partnering to share important information to consumers on how to properly plan their move.

"The best advice we can give you is to book with a reputable company as soon as possible," says Mary O'Sullivan-Andersen, President and CEO for BBB serving Southern Alberta and East Kootenay. "Moving company bookings are filling up at an impressive rate and we want to prevent consumers from turning to classified ads at the last minute, which would increase the risk of running into scammers or inexperienced movers."

"We are proud to partner with the CAM to offer advice and tips on how to hire a reliable mover who will deliver your belongings under expected conditions."

Nancy Irvine, President of CAM says the key to a less stressful move is research. "We urge consumers to do their due diligence before hiring a mover. "When trusting your belongings to someone, it's worth doing the background work to avoid heartache."

### **BBB and CAM also encourage consumers to be cautious to avoid moving scams.**

Over the past year, we have received several reports of moving frauds on our tool [BBB Scam Tracker](#). Some consumers report paying movers three times more than what was originally agreed upon. Others have been forced to pay hundreds, even thousands of dollars more in cash because of threats by dishonest movers not to deliver the goods and furniture to their new home or to unload the contents of the truck on the side of the road. Some consumers have paid hundreds of dollars in deposits to secure their reservations, only to be left without a mover on moving day.

"The majority of consumers who have reported moving scams have unfortunately come in contact with them through online classified ads," says O'Sullivan-Andersen. "When looking for a reputable mover, BBB and CAM suggest that you check the company's rating on BBB.org and its status with the Canadian Association of Movers at [www.mover.net](http://www.mover.net) . Both organizations provide reliable and relevant information on moving companies and contractors."

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**About BBB:** For more than 100 years, Better Business Bureau has been helping people find trustworthy businesses and charities. BBB is a non-profit, business-supported organization that sets and upholds high standards for fair and honest business behaviour. Visit [BBB.org](http://BBB.org) for more information.

**About CAM:** Canadian Association of Movers (CAM), Canada's only moving industry trade association, is working hard to ensure that consumers receive quality, professional services, by setting ethical 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. Visit [www.mover.net](http://www.mover.net) for more details.