



# Atlas How to Choose a Mover

There are many horror stories in the media about rogue movers. The Internet has led to a growth in rogue movers who put up slick web sites to fool people into believing they are a reputable moving company.

These rogue movers are scammers who have no trucks, equipment or licensed moving agents to handle your move. As a consumer, there are steps you can take ensure the mover you choose is a reputable company.

## HOW TO PROTECT YOUR FAMILY AND BELONGINGS

There is a huge difference between how legitimate companies and rogue movers operate. Educate yourself on how to spot the red flags so that you can protect yourself from falling into a trap.

- Always check with the **Better Business Bureau (BBB)** to verify the moving company is registered, what their rating is, and if they have resolved complaints.
- Contact the **Canadian Association of Movers (CAM)** to verify the mover is a certified company. CAM carefully screens potential members so that only trusted, qualified movers can be certified.
- Does the company belong to a known, reputable van line? Make sure you call the van line to confirm the company you are dealing with is an agent in good standing.
- Ask what kind of quality assurance processes they have in place.
- Do they have the proper equipment to service your move? Drive by to see! Without a warehouse, trucks, moving blankets, shrink-wrap and dollies, chances are you are not going to have a good experience.

Please take a few minutes to watch video on “How to Choose a Mover” for more information on what you can do to **protect your family and belongings**.

Watch our video on  
How to Choose a Mover!



## HOW TO SPOT A ROGUE MOVER

### NO IN-HOME SURVEY

Don't trust a company who provides you with a quote without ever visiting your home or seeing the goods you are moving.

### PHONY ADDRESS OR PHONE NUMBER

Many rogue movers don't list a physical company address on their website. If they do have an address, drive by to see or check them out on Google Maps. Make sure to call the company phone number to see whether its in service or how the call is answered.

### LOW-BALL PRICE

Rogue movers will give a low-ball price in order to get your move and then often hold your belongings hostage for more money.

### LITTLE TO NO WEB PRESENCE

Does the mover in question not have a website or is it very bare? Little to no internet presence, including their social media, is a big red flag.

The best defense against rogue movers is to make sure you check them out thoroughly before hiring them. Remember, these are your most valued possessions. Make sure you are confident in the company you choose to move your goods.

