

BBB Offers Tips to Find Trustworthy Movers!

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The majority of household moves take place between May and August, causing May to be deemed National Moving Month and the official kick off to the moving season.

Whether you're moving across town or across the country, moving requires time, patience, money, and most importantly – trust. Movers are among the top categories of companies searched with BBB, and there are more than 13,000 BBB Business Profiles on moving-related companies from BBBs located throughout North America. In 2024, consumers accessed BBB Business Profiles for moving companies more than 1.5 million times.

BBBs also received more than 5,900 customer complaints filed about movers and moving companies in 2024. These complaints have shared concerns such as damaged or missing items, unexpected fees, significant price increases, failure to show, or late deliveries of the moved items.

To avoid moving mishaps, you want to be vigilant in selecting a trustworthy mover and also be aware and mindful of these common moving misfortunes:

- **Fly-by-night movers:** These movers show up in an unmarked rental truck, rather than a clearly marked company owned fleet truck and take off with your possessions. Only when you have arrived at your new residence do you discover your things didn't make the journey.
- **Holding your belongings hostage:** The move seems to be going smoothly until you arrive at your new home, and the movers demand more money before releasing your things from storage.
- **Conniving contractors:** Some movers try to gain a client's trust and persuade them that there is no need for a written contract. The contractor denies all responsibility if something goes wrong during the move, leaving you on the hook for costs and damages.

Overall, professional movers usually wear uniforms, undergo background checks, and will provide an order number for tracking purposes. They should always offer a written agreement that clearly identifies all terms and conditions and be well-established and properly licensed.

BBB offers the following tips on preparing for a move, finding a trustworthy moving company, and avoiding scams:

- **Do your research:** Look up Business Profiles for [moving companies](#) on BBB.org. Look for BBB Accredited Businesses, which have met BBB's standards of trustworthiness and reliability. Additionally, consider checking the American Moving and Storage Association (AMSA) for reputable movers at moving.org. Many BBB Accredited movers are also AMSA ProMovers. Note the length of time a company has been in business and read reviews from previous customers.
- **Verify credentials.** Ensure the mover's credentials and professional memberships are legitimate. Ask for proof of licenses, insurance, and affiliations with reputable industry organizations. Certified movers who offer interstate moves (from one state to another) should be registered with the Federal government through the Federal Motor Carrier Safety Administration (FMCSA) and have a U.S. Department of Transportation (DOT) number. You can verify this by going to the [DOT website](#). The American Trucking Association also offers a [Promover certification](#) and a [Certified Moving Consultant](#) certificate for salespeople.
- **Get it in writing.** Obtain at least three written estimates from different movers, preferably based on visits to your home. If you aren't able to do a home visit, many companies now offer video services to capture all items to be moved on camera. Also get written documentation of all the services you are receiving, the pricing, and the agreed upon inventory. This will help to eliminate opportunities for a mover to falsely claim that you had more inventory than they had expected – an excuse used by some rogue movers to spike the price on the day of move.
- Check all details in an agreement before signing and be sure you're aware of any possible additional charges. Some companies will charge separately for boxes, tape, packing materials, moves that involves stairs, and more. Be sure that you're comparing similar quotes and be cautious of estimates that seem too good to be true.
- **Discuss payment terms.** Find out what your payment options are, what payment methods are available, as well as when payment is required. Many movers request a deposit to secure your moving date, with full payment due before delivery. You may want to tell your bank that you are relocating since there could be increased on your credit card and you should monitor for any unusual activity as well.

- **Prepare for potential damage.** While reputable movers are trained to handle belongings with care, some damage may occur during the move. Be sure to inquire about inadmissible and non-protected items, such as hazardous materials, jewelry, currency, etc. Determine what your homeowners' insurance policy covers and what is/is not covered under your replacement valuation protection. If you are arranging for other workers to be in and out of your home, consider documenting the conditions before and after access in case any property damage occurs.
- **Insure your possessions.** Confirm your mover provides full-value protection insurance for lost or damaged possessions. Understand the coverage limitations and consider additional coverage for high-value items such as widescreen televisions. Be aware that many claims companies require significant documentation to qualify for damage reimbursements, such as original receipts.
- **Take valuables with you.** Take cash, coins, jewelry, photographs, and important papers with you or ship them separately using a shipping service with tracking numbers and insurance.
- **Educate yourself.** Familiarize yourself with federal regulations and resources provided by the [Federal Motor Carrier Safety Administration \(FMCSA\)](#). In addition to verifying interstate licensing, FMCSA offers valuable insights and [checklists for hiring qualified movers](#) to help ensure a smooth relocation process.

BBB offers a variety of tips and resources to help you make your next move less stressful on our [moving HQ page](#) at [BBB.org](#).

Kelvin Collins is president & CEO of the Better Business Bureau serving the Fall Line Corridor, serving 77 counties in East Alabama, West Georgia, Southwest Georgia, Central Georgia, East Georgia, and Western South Carolina. This tips column is provided through the local BBB and the International Association of Better Business Bureaus (IABBB). The Better Business Bureau sets standards for ethical business behavior, monitors compliance and helps consumers identify trustworthy businesses. Questions or complaints about a specific company or charity should be referred directly to the BBB at Phone: 1-800-763- 4222, Web site: [BBB.org](#) or E-mail: info@centralgeorgia.bbb.org.