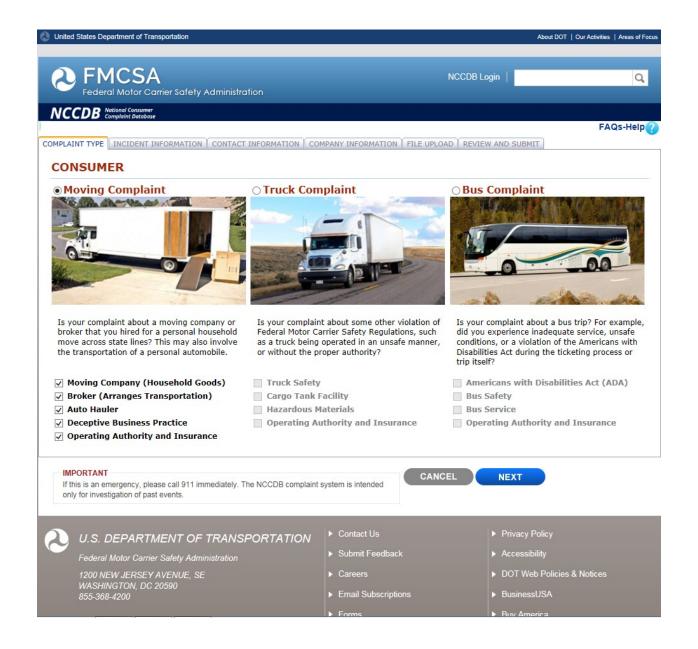
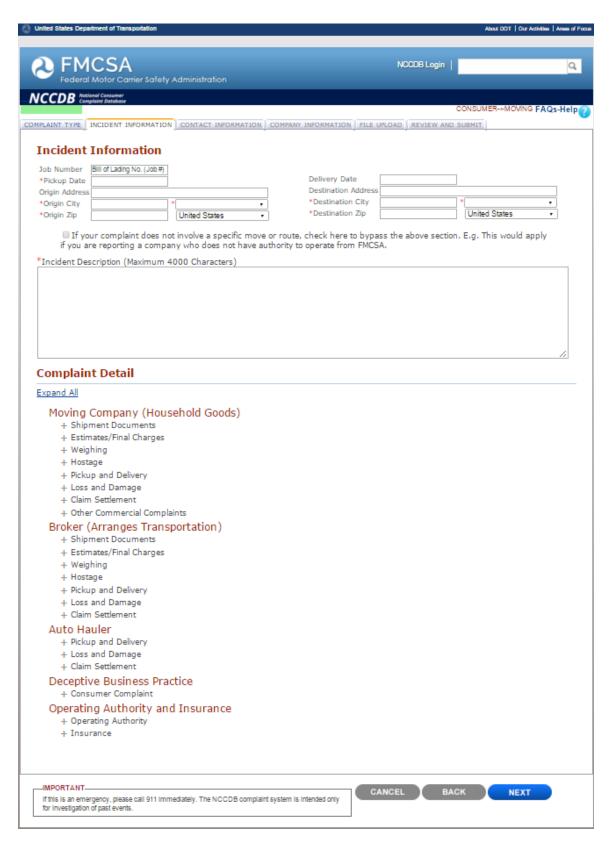
#### NCCDB Complaint Entry Home Page



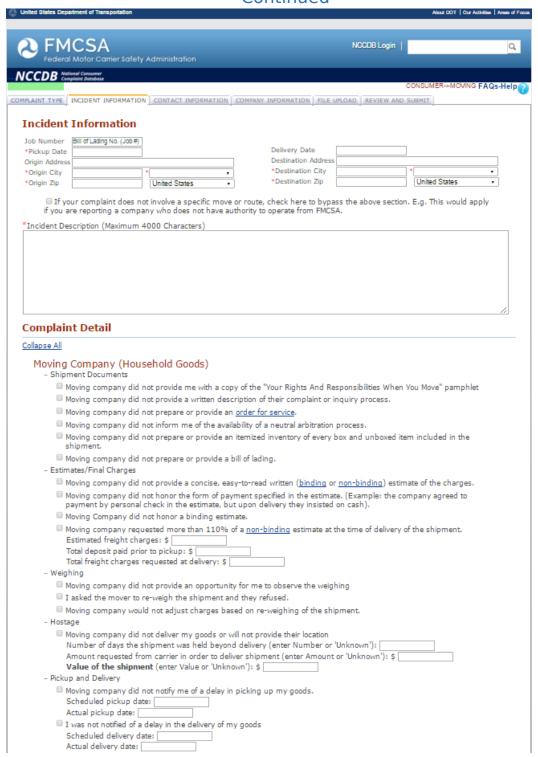
#### Consumer Moving Complaint Type



#### Consumer Moving Complaint Incident Information



## Consumer Moving Complaint Incident Information Continued



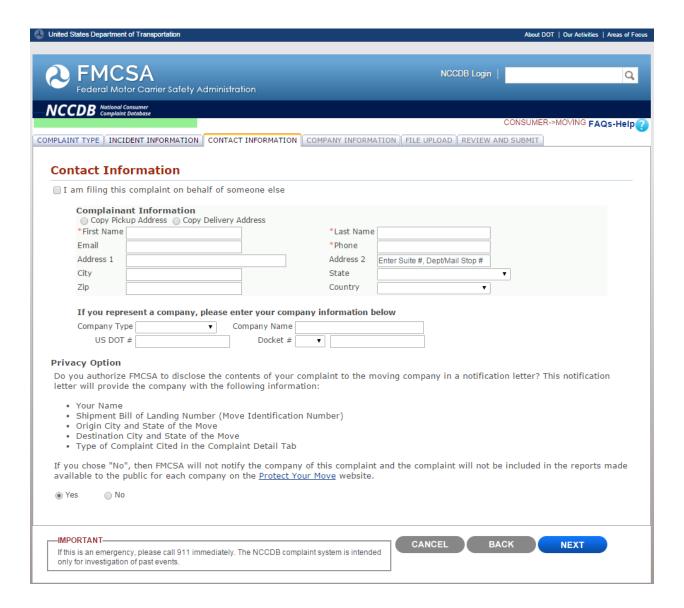
# Consumer Moving Complaint Incident Information Continued

- Loss and Damage
There were significant loss and/or damage to the contents of the shipment.
Estimated amount of loss and damage: \$
- Claim Settlement
Moving Company did not offer me a claim settlement.
Moving Company is not responding to a filed complaint or an inquiry.
Moving Company refuses to participate in the arbitration process.
- Other Commercial Complaints
The complaint involved improper insurance coverage for transportation of personal automobile, motorcycle, or machinery with combustible engines
The company attempted to coerce or did coerce me into loading/unloading the shipment
Broker (Arranges Transportation) - Shipment Documents
Moving company did not provide me with a copy of the "Your Rights And Responsibilities When You Move" pamphlet
Moving company did not provide a written description of their complaint or inquiry process.
Moving company did not prepare or provide an <u>order for service</u> .
Moving company did not inform me of the availability of a neutral arbitration process.
Moving company did not prepare or provide an itemized inventory of every box and unboxed item included in the shipment.
Moving company did not prepare or provide a bill of lading.
- Estimates/Final Charges
Moving company did not provide a concise, easy-to-read written (binding or non-binding) estimate of the charges.
Moving company did not honor the form of payment specified in the estimate. (Example: the company agreed to
payment by personal check in the estimate, but upon delivery they insisted on cash).
Moving company requested more than 110% of a non-binding estimate at the time of delivery of the shipment.
Estimated freight charges: \$
Total deposit paid prior to pickup: \$
Total freight charges requested at delivery: \$
- Weighing
Moving company did not provide an opportunity for me to observe the weighing
I asked the mover to re-weigh the shipment and they refused.
Moving company would not adjust charges based on re-weighing of the shipment.
- Hostage
Moving company did not deliver my goods or will not provide their location
Number of days the shipment was held beyond delivery (enter Number or 'Unknown'):
Amount requested from carrier in order to deliver shipment (enter Amount or 'Unknown'): \$
Value of the shipment (enter Value or 'Unknown'): \$
- Pickup and Delivery
Moving company did not notify me of a delay in picking up my goods.  Scheduled pickup date:
Actual pickup date:
■ I was not notified of a delay in the delivery of my goods
Scheduled delivery date:
Actual delivery date:
- Loss and Damage
There were significant loss and/or damage to the contents of the shipment.
Estimated amount of loss and damage: \$
- Claim Settlement
Moving Company did not offer me a claim settlement.
Moving Company is not responding to a filed complaint or an inquiry.
Moving Company refuses to participate in the arbitration process.
Auto Hauler
- Pickup and Delivery
Auto Hauler did not notify me of a delay in picking up my goods.
Scheduled pickup date:
Actual pickup date:
■ I was not notified of a delay in the delivery of my goods
Scheduled delivery date:
Actual delivery date:
- Loss and Damage
There were significant loss and/or damage to the contents of the shipment.
Estimated amount of loss and damage: \$

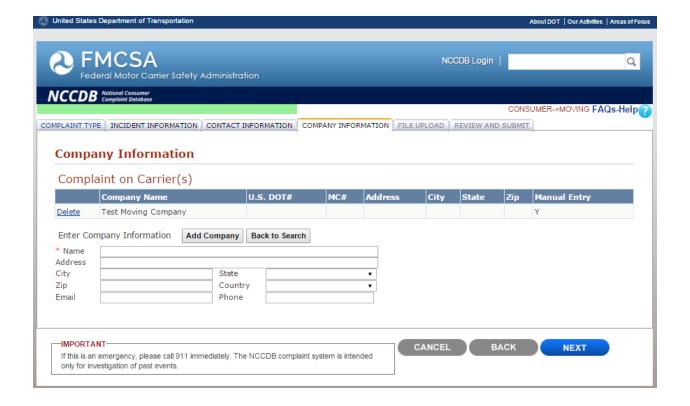
# Consumer Moving Complaint Incident Information Continued

Continue	a di
- Claim Settlement	
Moving Company did not offer me a claim settlement.	
Moving Company is not responding to a filed complaint or an inquiry	/ <sub>*</sub>
Moving Company refuses to participate in the arbitration process.	
Auto Hauler	
- Pickup and Delivery	
Auto Hauler did not notify me of a delay in picking up my goods.	
Scheduled pickup date:	
Actual pickup date:	
☐ I was not notified of a delay in the delivery of my goods	
Scheduled delivery date:	
Actual delivery date:  - Loss and Damage	
There were significant loss and/or damage to the contents of the shi Estimated amount of loss and damage: \$	pment.
- Claim Settlement	
Auto Hauler did not offer me a claim settlement.	
Auto Hauler is not responding to a filed complaint or an inquiry.	
Auto Hauler refuses to participate in the arbitration process.	
Deceptive Business Practice  - Consumer Complaint	
False Advertising by a Mover (motor carrier)	
Household Goods Broker misrepresenting itself as a Mover. Website mention it when arranging the move	didn't indicate Broker status nor did Broker
Auto Hauler Broker misrepresenting itself as a Mover. Website didn't when arranging the transport	indicate Broker status nor did Broker mention it
Mover, in addition to valuation, sold or procured an insurance policy	that was not genuine
Mover demanded payment for services not provided	
Auto Hauler demanded payment for services not provided	
Operating Authority and Insurance - Operating Authority	
Carrier is operating without required interstate operating authority or	r registration.
- Insurance	
Carrier is operating without required insurance / financial responsib	ility.
MPORTANT-	CANCEL BACK NEXT
this is an emergency, please call 911 immediately. The NCCDB complaint system is intended only or investigation of past events.	IIISAT

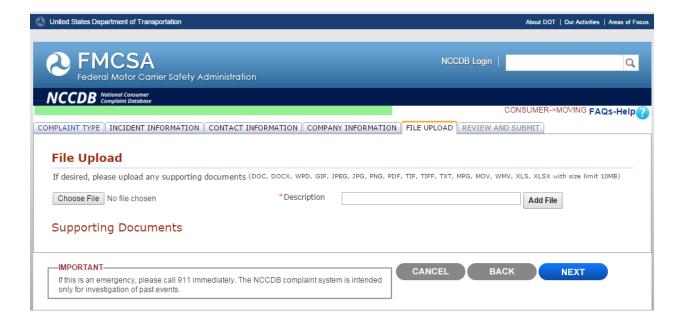
## Consumer Moving Complaint Contact Information



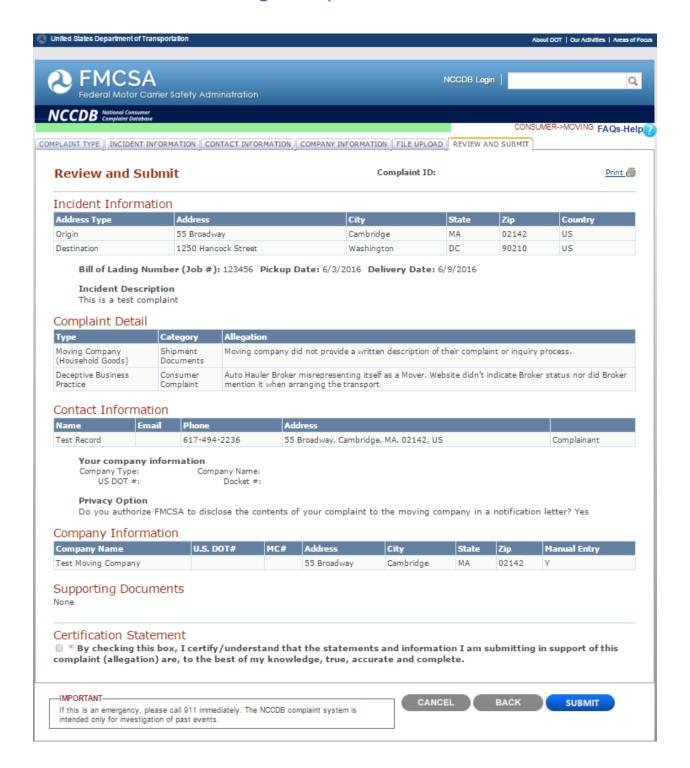
## Consumer Moving Complaint Company Information



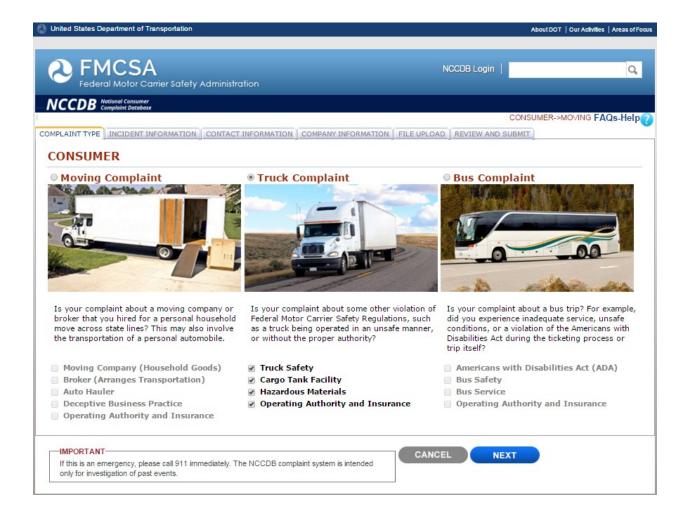
## Consumer Moving Complaint File Upload



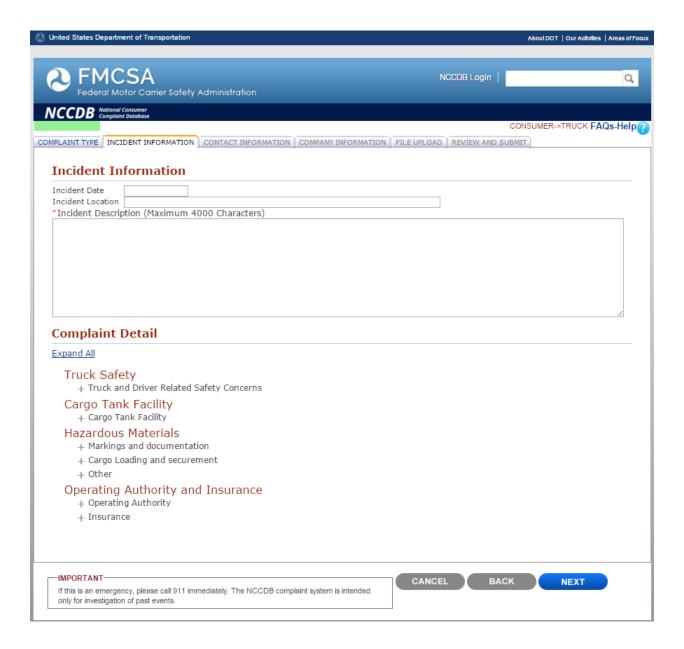
#### Consumer Moving Complaints Review and Submit



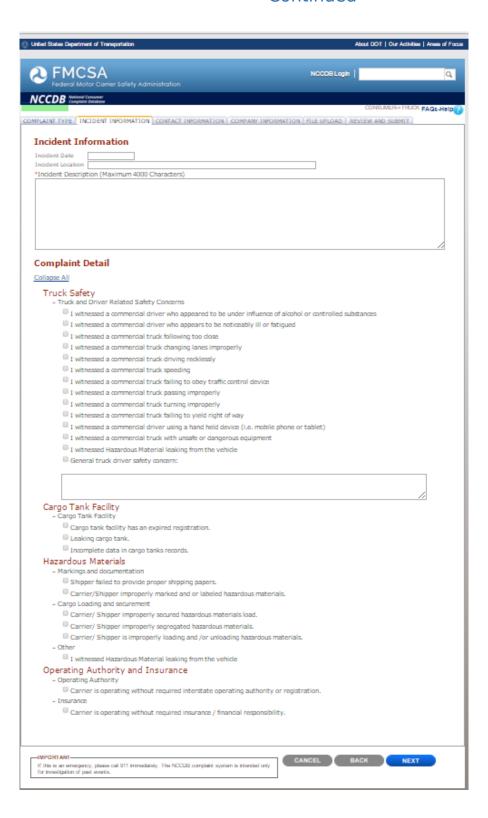
## Consumer Truck Complaint Type



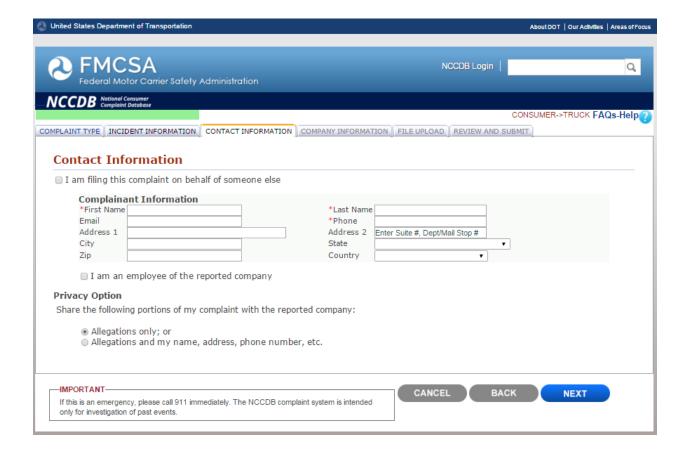
## Consumer Truck Complaint Incident Information



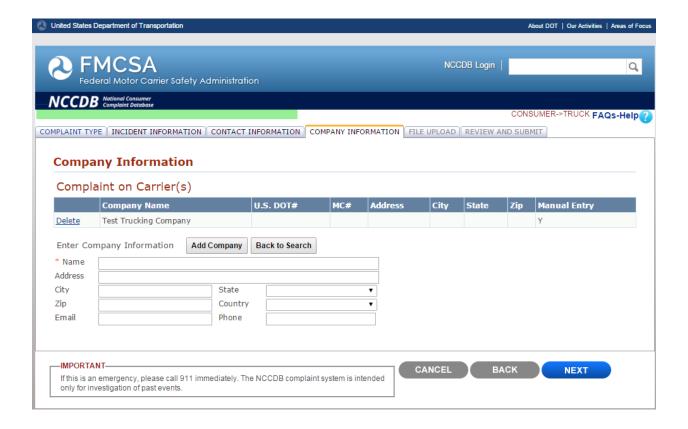
# Consumer Truck Complaint Incident Information Continued



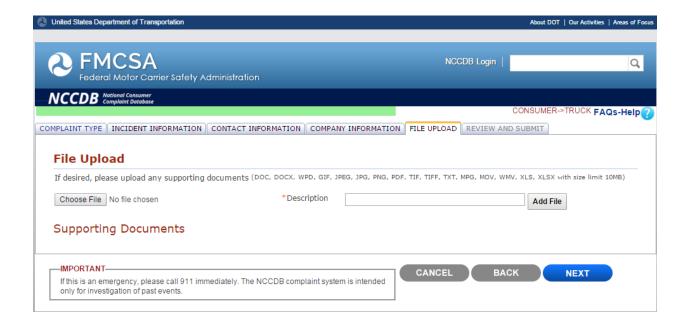
## Consumer Truck Complaint Contact Information



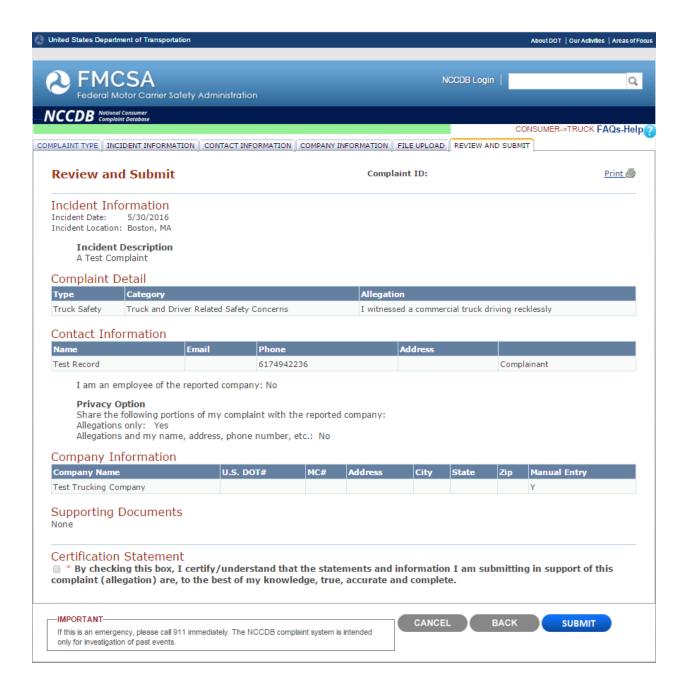
## Consumer Truck Complaint Company Information



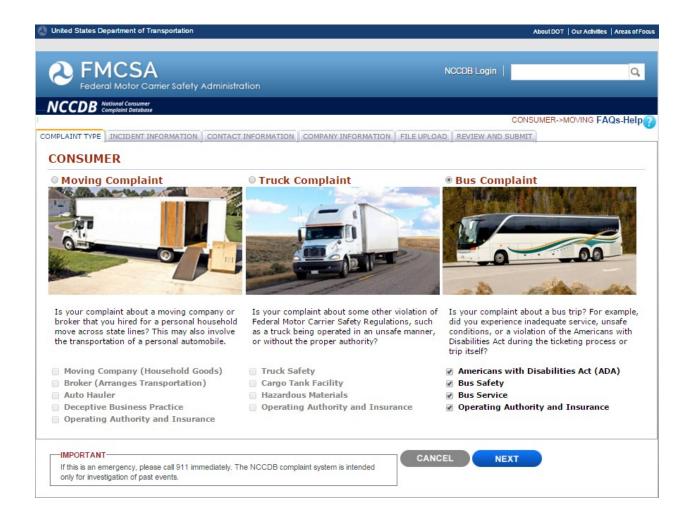
## Consumer Truck Complaint File Upload



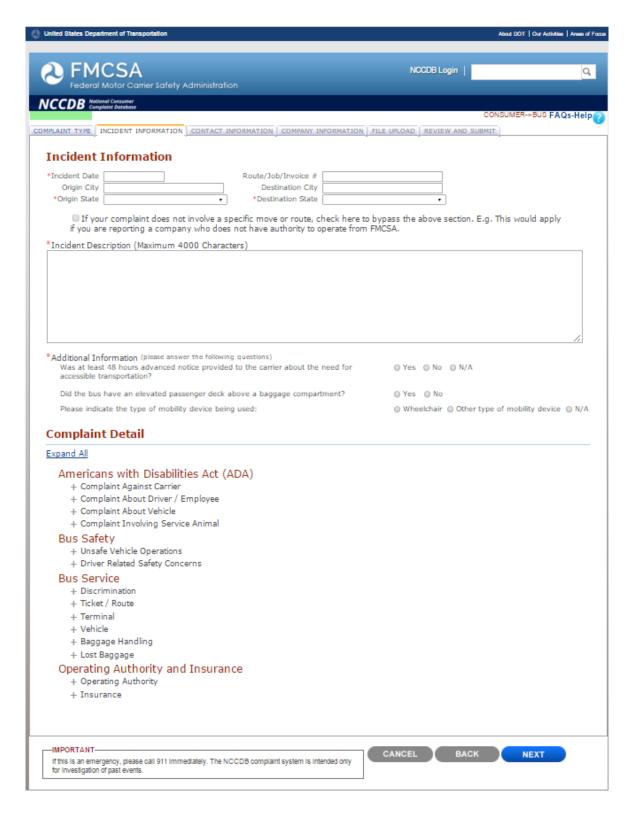
#### Consumer Truck Complaint Review and Submit



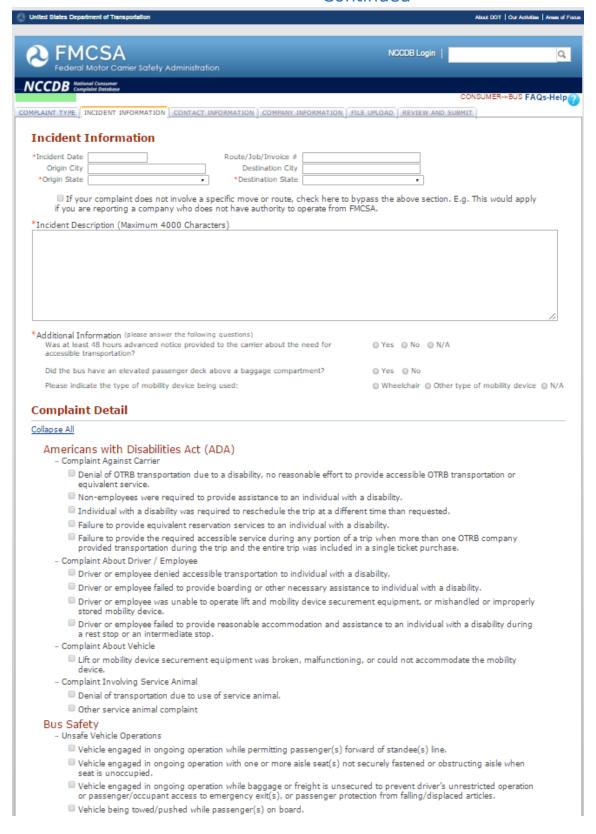
## Consumer Bus Complaint Type



#### Consumer Bus Complaint Incident Information



## Consumer Bus Complaint Incident Information Continued



# Consumer Bus Complaint Incident Information Continued

exit.	
	ngaged in ongoing operation with unmarked/malfunctioning emergency exit(s).
	ngaged in ongoing operation with exhaust fumes entering passenger compartment.
	ngaged in ongoing operation with unsafe or dangerous equipment
General General	vehicle safety concern:
Driver Relate	d Safety Concerns
☐ I witness	ed a commercial driver who appeared to be under influence of alcohol or controlled substances
	ed a commercial driver who appears to be noticeably ill or fatigued
☐ I witness	ed a commercial bus following too close
☐ I witness	ed a commercial bus changing lanes improperly
☐ I witness	ed a commercial bus driving recklessly
☐ I witness	ed a commercial bus speeding
☐ I witness	ed a commercial bus failing to obey traffic control device
	red a commercial bus passing improperly
☐ I witness	red a commercial bus turning improperly
☐ I witness	ed a commercial bus failing to yield right of way
☐ I witness	red a commercial driver using a hand held device (i.e. mobile phone or tablet)
☐ I witness	ed a driver who operated a bus beyond the allowable hours of service
I witness road sign	ed a driver's inability to communicate proficiently in English reasonably demonstrates difficulty interpreting
☐ General	driver safety concern:
Discriminatio	n
	and a board or a constant constant of the
	seating based upon race, color, creed, or national origin.
☐ Ticket do	es not contain printed notice that seating is without regard to race, color, creed, or national origin.
☐ Ticket do☐ Facility is	
☐ Ticket do ☐ Facility is or nation ☐ Terminal	es not contain printed notice that seating is without regard to race, color, creed, or national origin. , operated, arranged or maintained in a way that denies or separates services based upon race, color, creed al origin. facility does not post a Public Notice of the full text of non-discriminatory regulations.
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Ticket do Facility is or nation Terminal Ticket / Route During r baggage Carrier's Carrier d Schedul Carrier of Carrier of Weekend Terminal Closed Tinformat Vehicle Bus tem Bus tem Bus and, Carrier of Imited a Carrier of Imited a Carrier of Carrier of Imitation Carrier of Carrier of	es not contain printed notice that seating is without regard to race, color, creed, or national origin.  , operated, arranged or maintained in a way that denies or separates services based upon race, color, creed all origin.  facility does not post a Public Notice of the full text of non-discriminatory regulations.  a ormal business hours at terminal or station, carrier did not provide information as to schedules, tickets, fares, and other carrier services.  ticket facility did not provide automated, over-the-phone information of current bus schedules and fares.  oes not provide refund of unused ticket(s) where they were sold, within 30 days.  ed bus (other than commuter service) departed from terminal/station prior to public announcement.  hanged existing regular-route schedule without prominent and sufficient advanced notice.  except in commuter service) does not provide sufficient bus service to meet increased passenger loads on s, or during seasonal or holiday demand.  / Station was not adequately / regularly patrolled.  erminal / Station had no public telephone, outside lighting, posted schedule information, overhead shelter, on on local accommodations or telephone numbers for local taxi service and police.  Perature unreasonable, bus and/or bus restroom unclean.  Or driver not visibly identifiable by name or number.  id not ensure that one or more passengers, the driver or other employee was prohibited from smoking while icle transporting passengers during scheduled or special service in interstate commerce.  Idling  ffered no provision for passenger to pay additional charge to declare checked baggage value in excess of the mount.  oes not provide clear/adequate notice of opportunity to declare excess value beyond free baggage allowance ones not provide opportunity to declare excess value at baggage checking counter or at side of bus, up to 15

## Consumer Bus Complaint Incident Information Continued

Carrier did not make checked baggage available within 30 minutes after arrival and refused delivery of such baggage to a local address at carrier's expense. Carrier did not provide secured, attended area for checked baggage. Carrier did not post articles exempted by Secretary of Transportation, near baggage check-in area. Carrier refused all liability for checked baggage containing only non-exempt items. Carrier refused to designate checked baggage, which could not be located after one hour of arrival at destination, and refused to furnish passenger with appropriate tracing form. Carrier made no form available to trace lost/misplaced checked baggage at ticket or baggage check window. Carrier offered no duplicate of lost/misplaced luggage tracing form. Carrier published tariff provisions limiting their liability for loss or damage to checked baggage at less than \$250.00. Carrier published a maximum liability value of less than \$1,000. Carrier refused to process baggage which was lost for 15 days, as a claim. Tracing form was provided to carrier 60 days earlier, but carrier refused to resolve by way of either a firm offer of settlement, or a written explanation of denial of claim. Carrier refused to accept passenger's tracing form regarding lost/misplaced unchecked baggage. Carrier refused to forward unchecked baggage to terminal/station nearest address on tracing form. Carrier refused to notify passenger that lost/misplaced unchecked baggage will be held on a will-call basis. Operating Authority and Insurance - Operating Authority Carrier is operating without required interstate operating authority or registration.

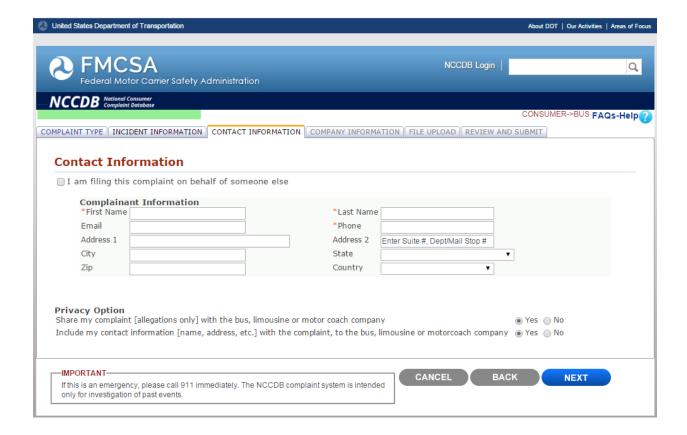
IMPORTANT

If this is an emergency, please call 911 immediately. The NCCDB complaint system is intended only for investigation of past events.

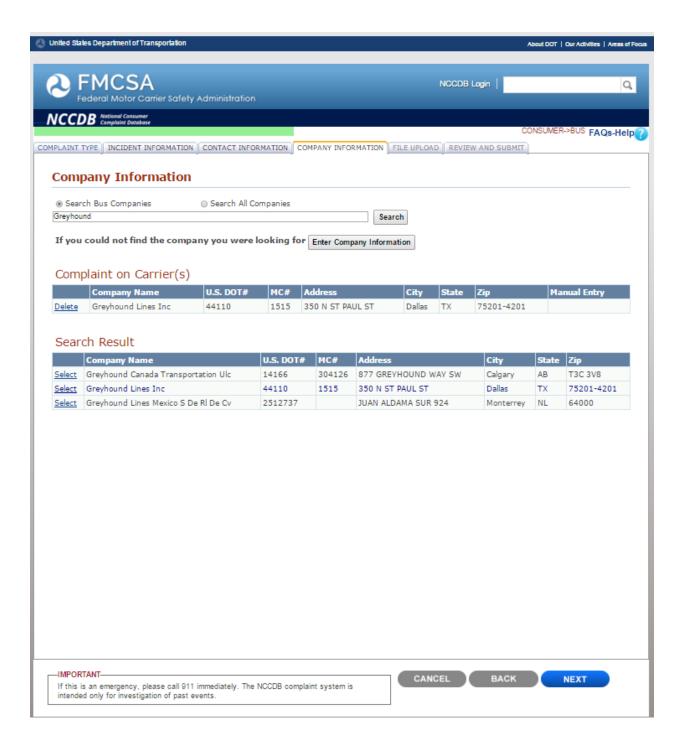
Carrier is operating without required insurance / financial responsibility.

CANCEL BACK NEXT

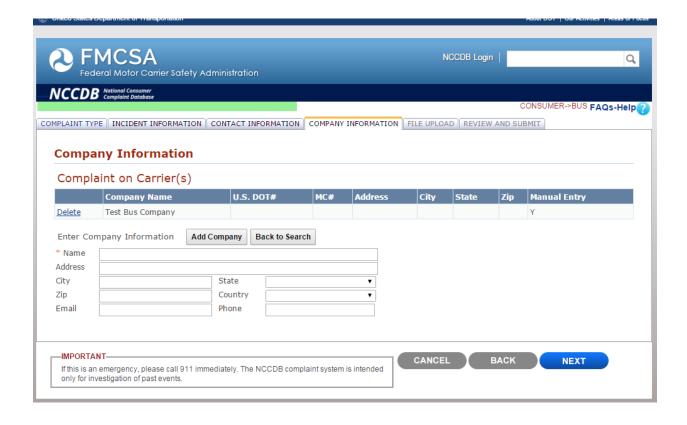
## **Consumer Bus Complaint Contact Information**



## Consumer Bus Complaint Company Information



## Consumer Bus Complaint File Upload



#### Consumer Bus Complaint Review and Submit

