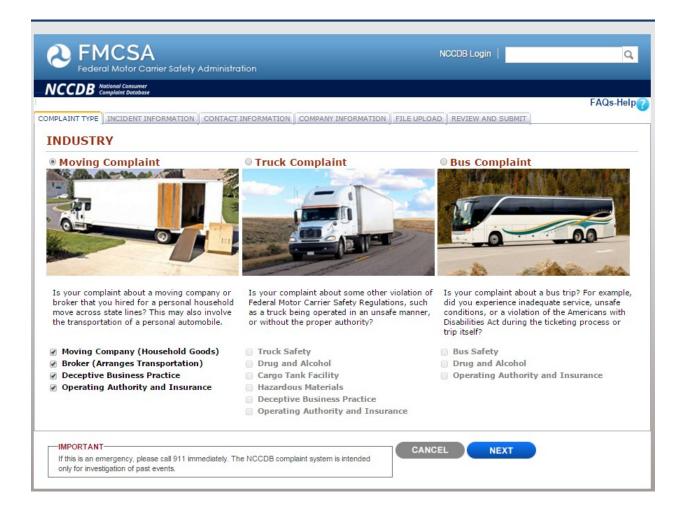
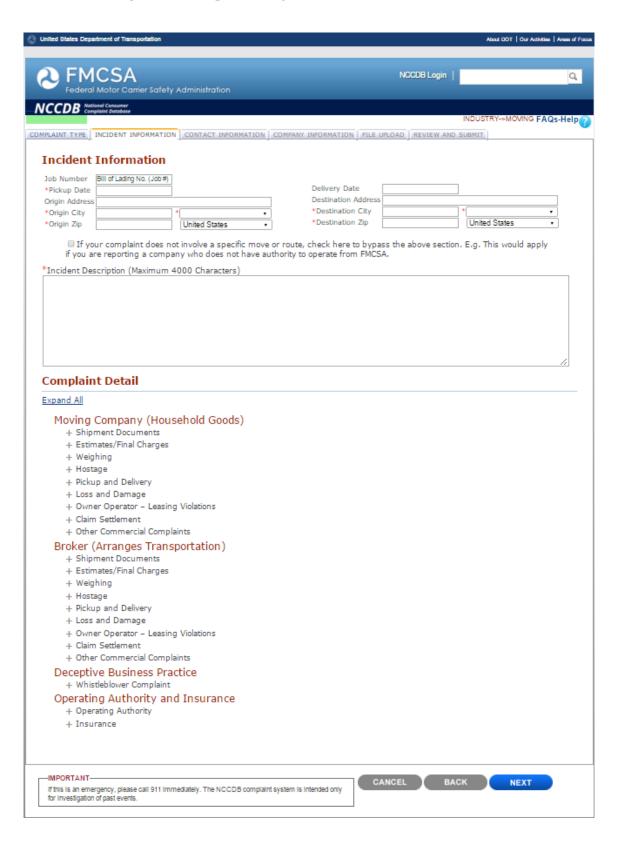
NCCDB Complaint Entry Home Page



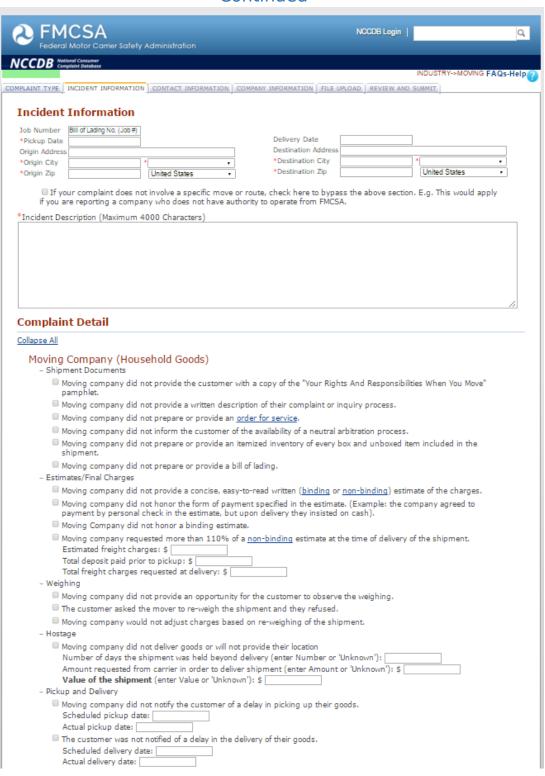
Industry Moving Complaint Type



Industry Moving Complaint Incident Information



Industry Moving Complaint Incident Information Continued



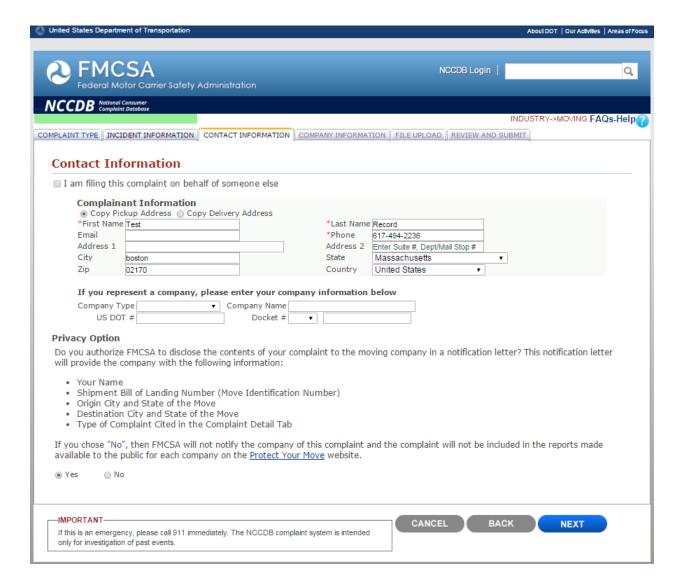
Industry Moving Complaint Incident Information Continued

- Loss and Damage	
■ There were significant loss and/or damage to the contents of the shipment.	
Estimated amount of loss and damage: \$	
- Owner Operator - Leasing Violations	
Payment Period – Failure to remit payment to Owner Operator within 15 days after submission of delivery documents	
and other paperwork concerning a trip in the service of the authorized carrier	
Escrow Funds - Failure to remit payment to Owner Operator within 45 days after termination	
Copy of Rated Freight Bill – Failure to give the owner operator a copy of the rated freight bill	
Tariff or Other Document – Failure to permit the owner operator to view tariff or other document which rates and charges are computed	
Charge Back Items – Failure to permit owner operator to view documents which are necessary to determine validity of charges	
- Claim Settlement	
Moving Company did not offer 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 company that contracted with me for this job has refused to pay for the services that we agreed to, and that I/my company performed	
The complaint involved improper insurance coverage for transportation of personal automobile, motorcycle, or machinery with combustible engines	
 A laborer was needed to load or unload the shipment; the company did not provide this service or compensate me for it 	
The shipper or receiver attempted to coerce or coerced the complainant into loading/unloading (lumping) the shipment	
Broker (Arranges Transportation) - Shipment Documents	
Moving company did not provide the customer 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 order for service.	
Moving company did not inform the customer 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 did not honor a binding estimate.	
Moving company requested more than 110% of a <u>non-binding</u> 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 the customer to observe the weighing.	
The customer 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 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 the customer of a delay in picking up their goods. Scheduled pickup date: Actual pickup date:	
The customer was not notified of a delay in the delivery of their 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: \$	

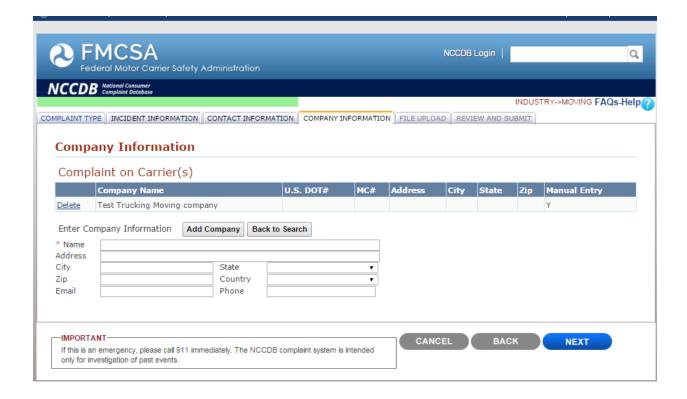
Industry Moving Complaint Incident Information Continued

- Owner Operator - Leasing Violations
Payment Period – Failure to remit payment to Owner Operator within 15 days after submission of delivery documents and other paperwork concerning a trip in the service of the authorized carrier
Escrow Funds – Failure to remit payment to Owner Operator within 45 days after termination
Copy of Rated Freight Bill – Failure to give the owner operator a copy of the rated freight bill
Tariff or Other Document – Failure to permit the owner operator to view tariff or other document which rates and charges are computed
Charge Back Items – Failure to permit owner operator to view documents which are necessary to determine validity of charges
- Claim Settlement
Moving Company did not offer 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 company that contracted with me for this job has refused to pay for the services that we agreed to, and that I/my company performed
The complaint involved improper insurance coverage for transportation of personal automobile, motorcycle, or machinery with combustible engines
A laborer was needed to load or unload the shipment; the company did not provide this service or compensate me for it
The shipper or receiver attempted to coerce or coerced the complainant into loading/unloading (lumping) the shipment
Deceptive Business Practice
- Whistleblower Complaint
☐ Theft from the Household Goods shipments
Charging for services not provided
False advertising
Broker and Motor Carrier comingling finances
Fraud involving credit cards
Other fraudulent activity (explain)
Operating Authority and Insurance
- Operating Authority
Carrier is operating without required interstate operating authority or registration.
Carrier is operating without process agent / process service information on file.
- Insurance
Carrier is operating without required insurance / financial responsibility.
-IMPORTANT
If this is an emergency, please call 911 immediately. The NCCDB complaint system is intended only for investigation of past events.

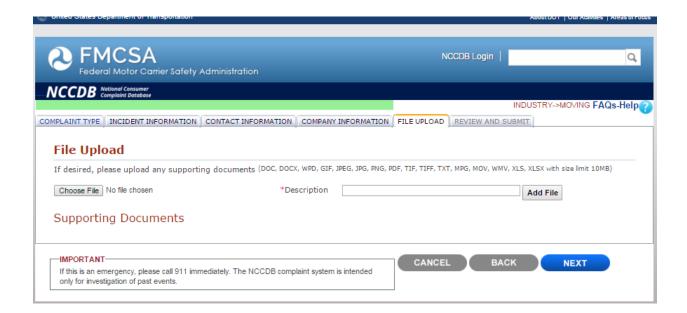
Industry Moving Complaint Contact Information



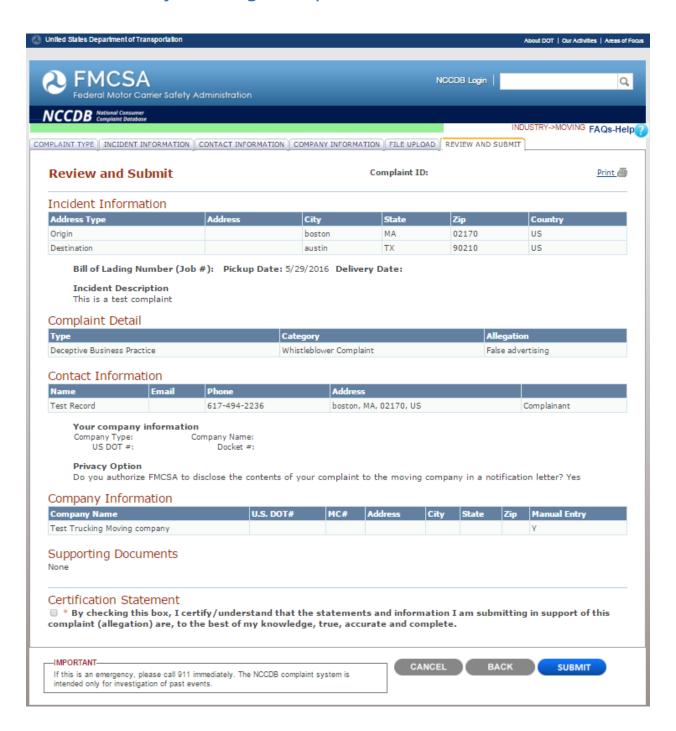
Industry Moving Complaint Company Information



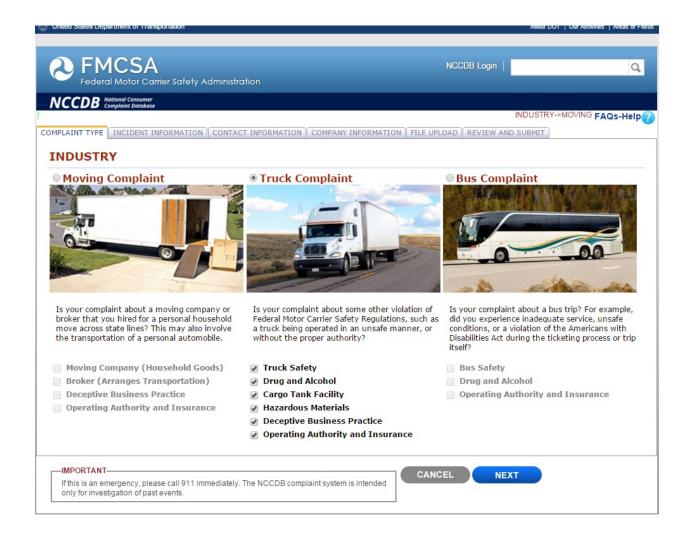
Industry Moving Complaint File Upload



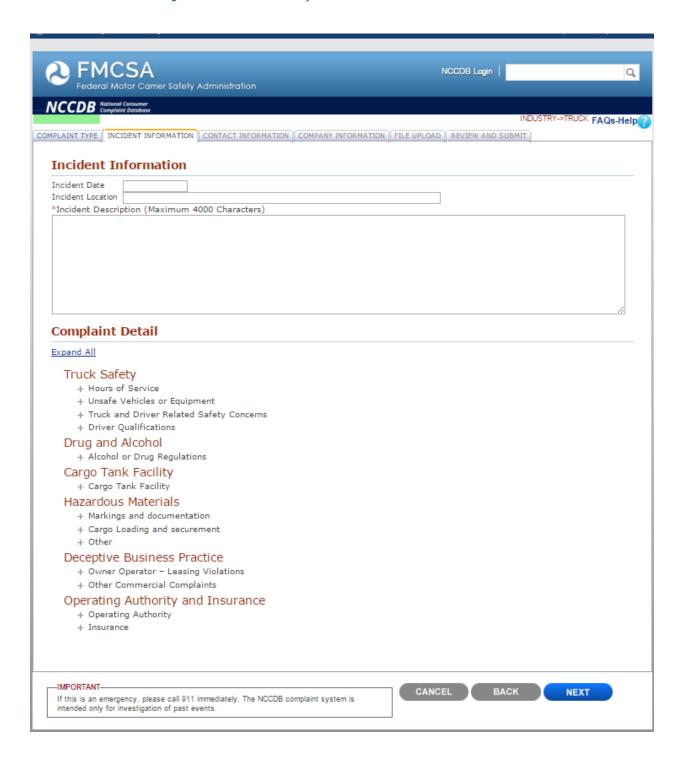
Industry Moving Complaint Review and Submit



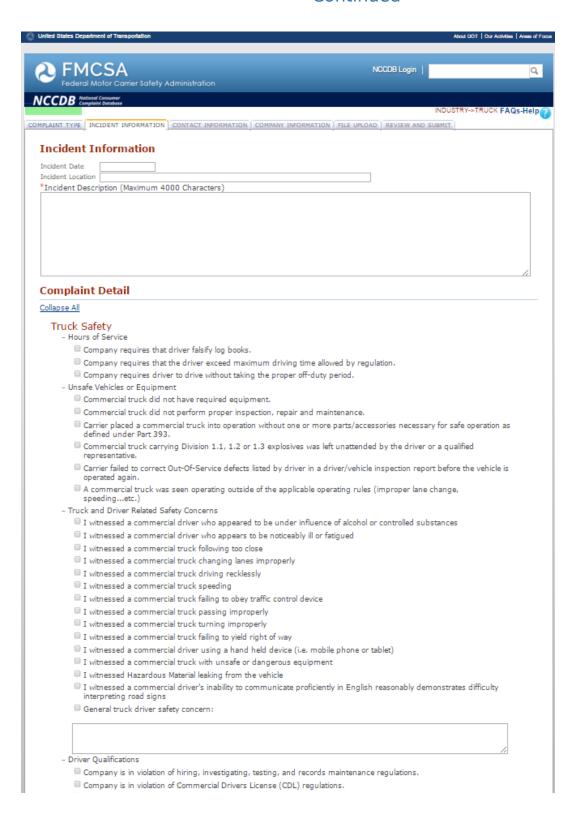
Industry Truck Complaint Type



Industry Truck Complaint Incident Information



Industry Truck Complaint Incident Information Continued



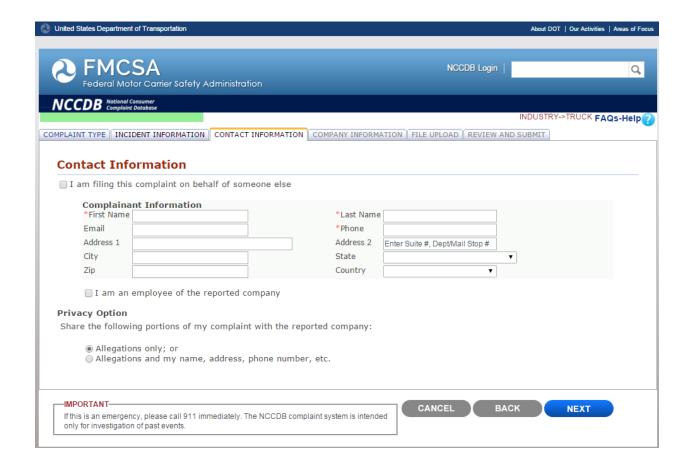
Industry Truck Complaint Incident Information Continued

Company is using a driver with more than one commercial driver license.
Company is using a driver that is under the age.
Company is using a driver that does not possess a valid commercial driver license or commercial driver license permit.
Company is using a driver that cannot read and speak the English language sufficiently to perform transportation duties.
Company is using a driver that does not possess a valid commercial driver license endorsement (i.e. hazardous materials, double-triple trailer, etc.).
Company is using a driver that does not possess a valid medical card.
Drug and Alcohol
- Alcohol or Drug Regulations
Company is in violation of Drug/Alcohol usage regulations.
Company is in violation of Drug/Alcohol testing regulations.
Company is not conducting follow-up tests in accordance with the substance abuse professional's follow-up testing requirements.
Driver failed or refused a drug or alcohol test or committed any other violation of the prohibition on the use of drugs or alocohol and is now driving for another motor carrier, but did not complete the DOT substance abuse professional's return-to-duty process.
Previous motor carriers did not respond to the executed signed release for the required background check for DOT drug & alcohol testing.
Cargo Tank Facility - Cargo Tank Facility
Cargo tank facility has an expired registration.
Cargo tank facility has an expired U or R stamp.
The cargo tank or cargo tank motor vehicle design is not certified to conform to specifications requirements.
Inspectors and/or testers not meeting the requirements of 49 CFR 180.409 are conducting hazardous materials inspections and tests.
Cargo tank facility is doing work that requires a U or R stamp without a U or R stamp.
A carrier is moving a leaking non-bulk package in violation of 49 CFR 174.50.
☐ Incomplete data in cargo tanks records.
No or limited hazardous materials training program.
Hazardous Materials - Markings and documentation
Carrier/Shipper improperly marked and or labeled hazardous materials.
Missing shipping papers, in compliance with 49 CFR 172.201
Carrier does not have a valid motor carrier identification report and/ or hazardous materials permit application.
- Cargo Loading and securement
Carrier/ Shipper improperly secured hazardous materials load.
Carrier/ Shipper improperly segregated hazardous materials.
Carrier/ Shipper is improperly loading and /or unloading hazardous materials.
- Other
A hazardous material employee does not have sufficient training.
Carrier has an outdated registration.
☐ I witnessed Hazardous Material leaking from the vehicle
Deceptive Business Practice - Owner Operator - Leasing Violations
Payment Period – Failure to remit payment to Owner Operator within 15 days after submission of delivery documents and other paperwork concerning a trip in the service of the authorized carrier
Escrow Funds – Failure to remit payment to Owner Operator within 45 days after termination
Copy of Rated Freight Bill – Failure to give the owner operator a copy of the rated freight bill
Tariff or Other Document – Failure to permit the owner operator to view tariff or other document which rates and charges are computed
 Charge Back Items – Failure to permit owner operator to view documents which are necessary to determine validity of charges
- Other Commercial Complaints
The company that contracted with me for this job has refused to pay for the services that we agreed to, and that I/my company performed

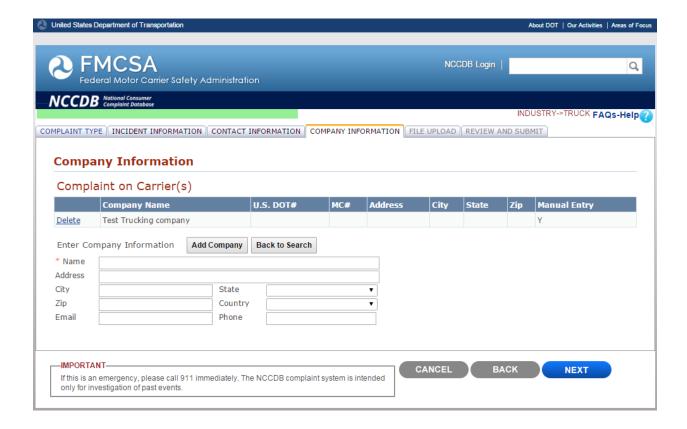
Incident Truck Complaint Incident Information Continued



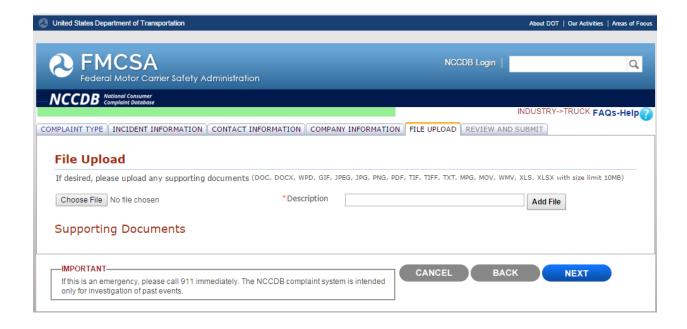
Industry Truck Complaint Contact Information



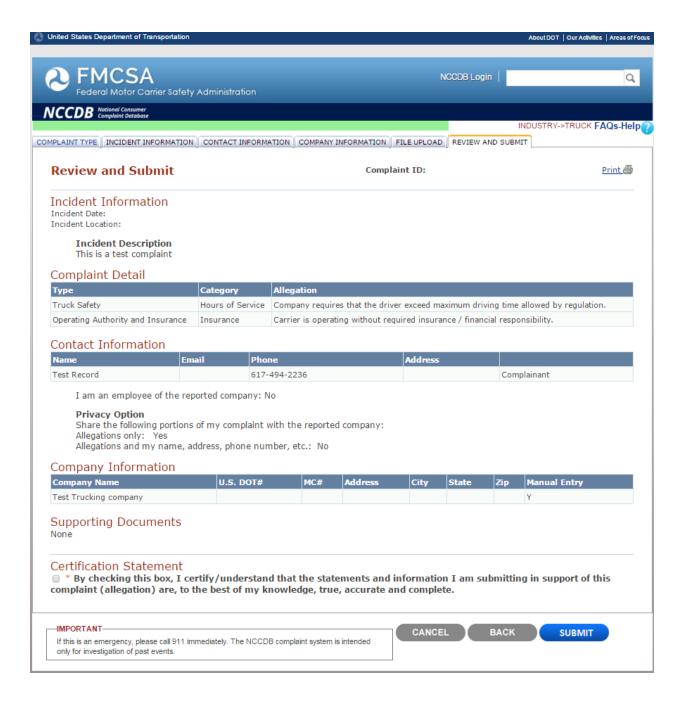
Industry Truck Complaint Company Information



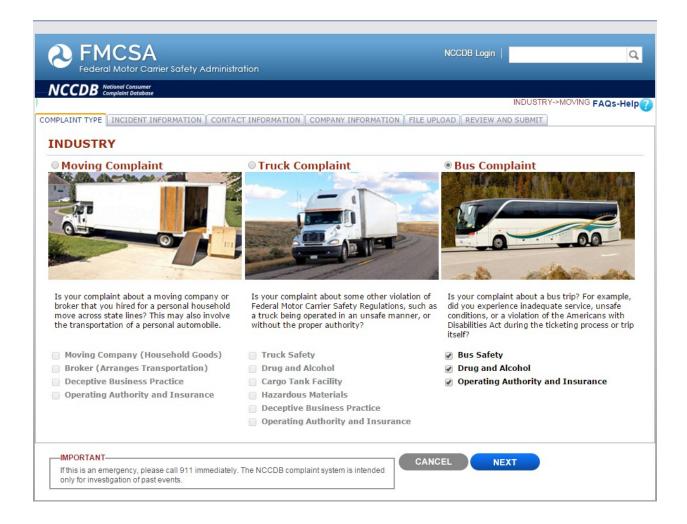
Industry Truck Complaint File Upload



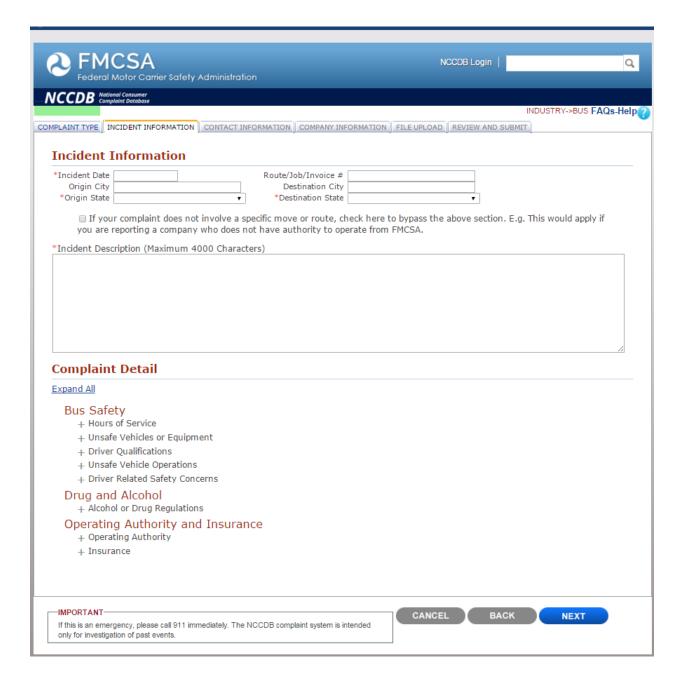
Industry Truck Complaint Review and Submit



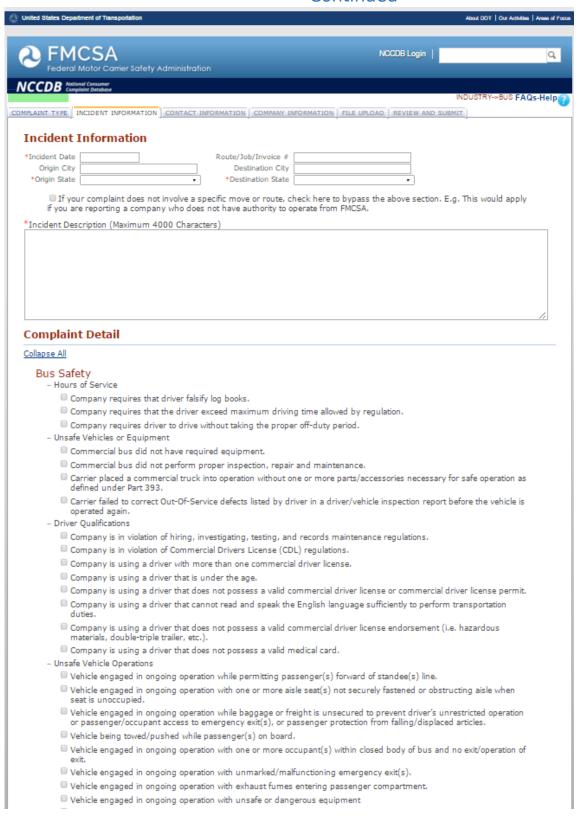
Industry Bus Complaint Type



Industry Bus Complaint Incident Information



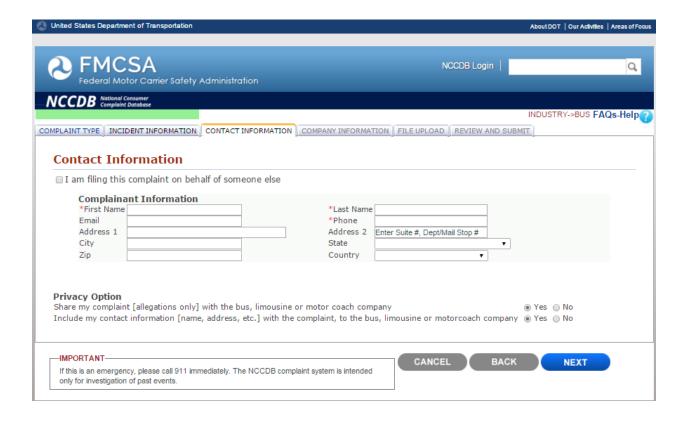
Industry Bus Complaint Incident Information Continued



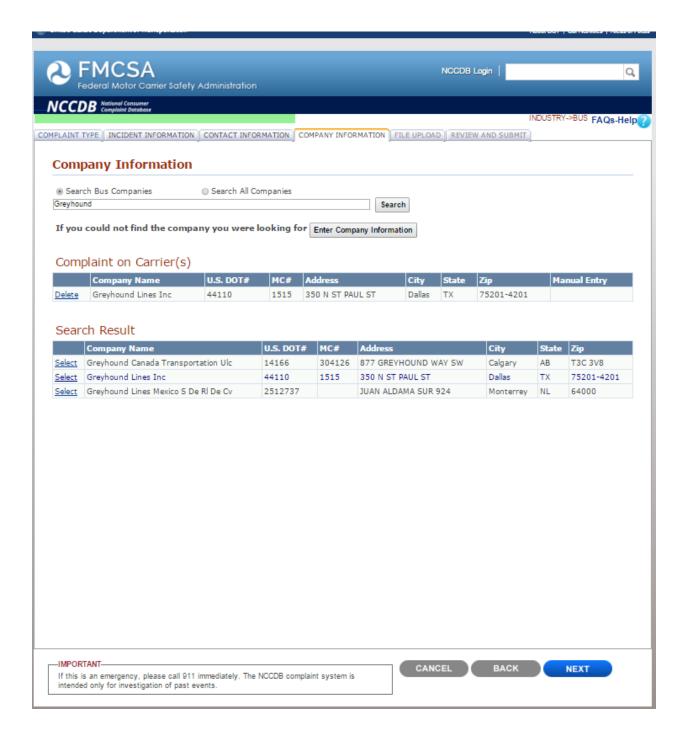
Industry Bus Complaint Incident Information Continued

General Vehicle Safety:
- Driver Related Safety Concerns
I witnessed a commercial driver who appeared to be under influence of alcohol or controlled substances
I witnessed a commercial driver who appears to be noticeably ill or fatigued
☐ I witnessed a commercial bus following too close
☐ I witnessed a commercial bus changing lanes improperly
I witnessed a commercial bus driving recklessly
☐ I witnessed a commercial bus speeding
☐ I witnessed a commercial bus failing to obey traffic control device
☐ I witnessed a commercial bus passing improperly
☐ I witnessed a commercial bus turning improperly
☐ I witnessed a commercial bus failing to yield right of way
I witnessed a commercial driver using a hand held device (i.e. mobile phone or tablet)
I witnessed a driver's inability to communicate proficiently in English reasonably demonstrates difficulty interpreting road signs
General driver safety concern:
Drug and Alcohol - Alcohol or Drug Regulations
Company is in violation of Drug/Alcohol usage regulations.
Company is in violation of Drug/Alcohol testing regulations.
 Company is not conducting follow-up tests in accordance with the substance abuse professional's follow-up testing requirements.
Driver failed or refused a drug or alcohol test or committed any other violation of the prohibition on the use of drugs or alocohol and is now driving for another motor carrier, but did not complete the DOT substance abuse professional's return-to-duty process.
Previous motor carriers did not respond to the executed signed release for the required background check for DOT drug & alcohol testing.
Operating Authority and Insurance - Operating Authority
Carrier is operating without required interstate operating authority or registration.
Carrier is operating without process agent / process service information on file.
- Insurance
Carrier is operating without required insurance / financial responsibility.
If this is an emergency, please call 911 immediately. The NCCDB complaint system is intended only for investigation of past events.

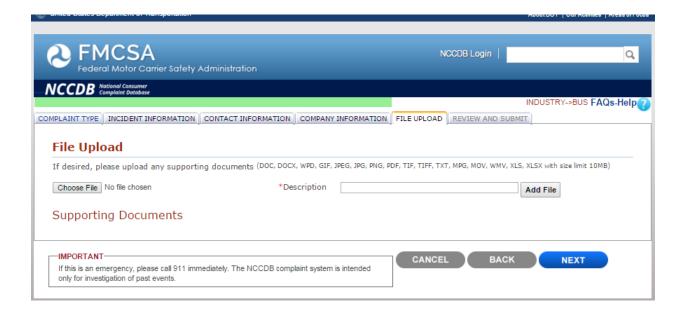
Industry Bus Complaint Contact Information



Industry Bus Complaint Company Information



Industry Bus Complaint File Upload



Industry Bus Complaint Review and Submit

