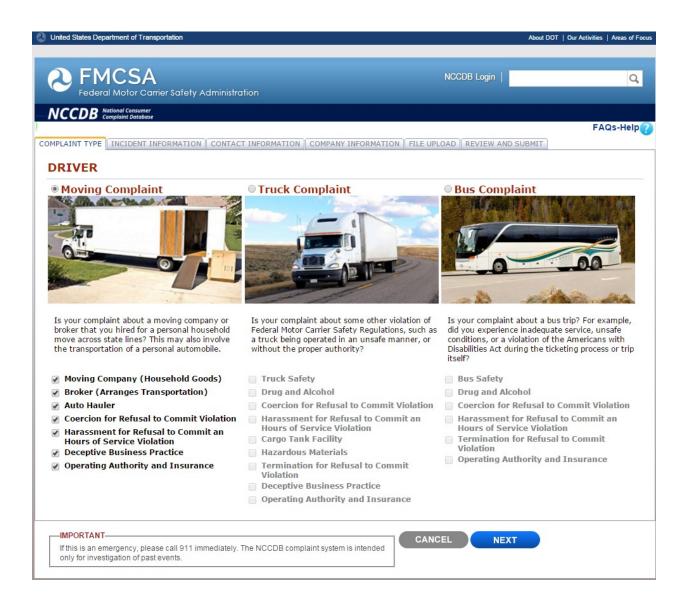
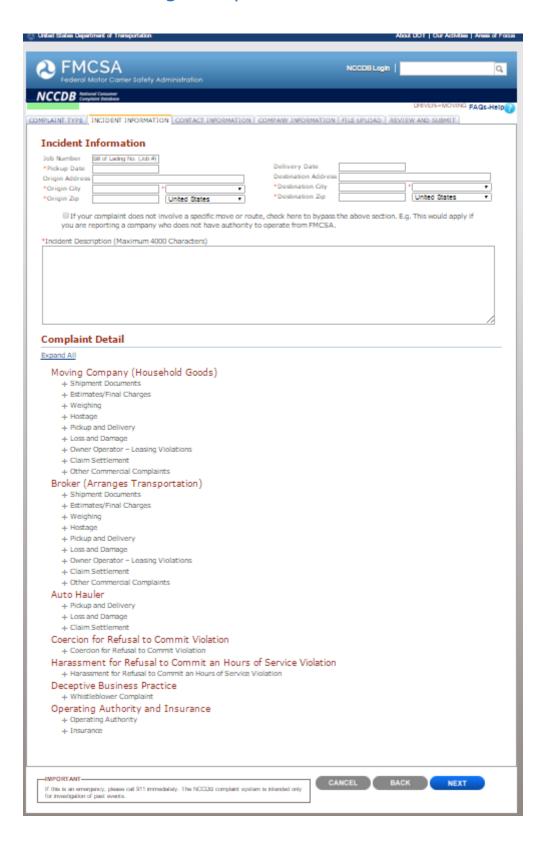
#### NCCDB Complaint Entry Home Page



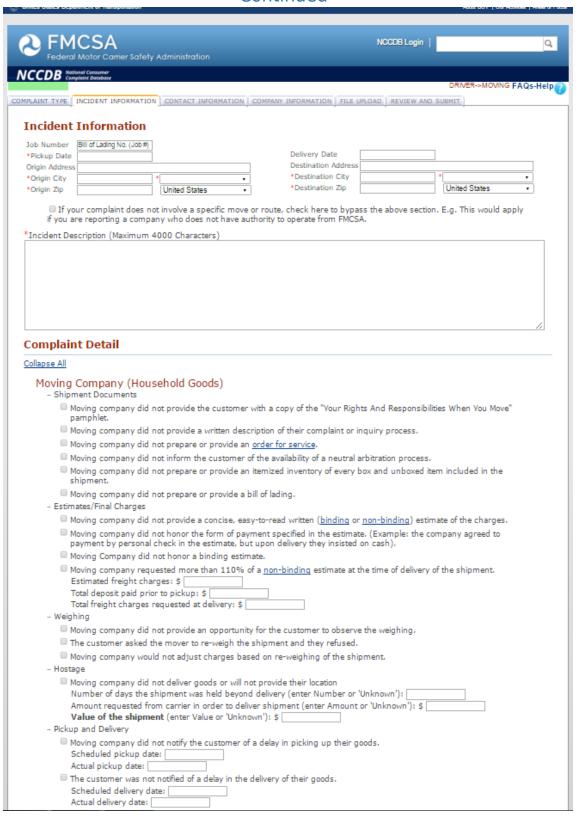
#### **Driver Moving Complaint Type**



#### **Driver Moving Complaint Incident Information**



## Driver Moving Complaint Incident Information Continued



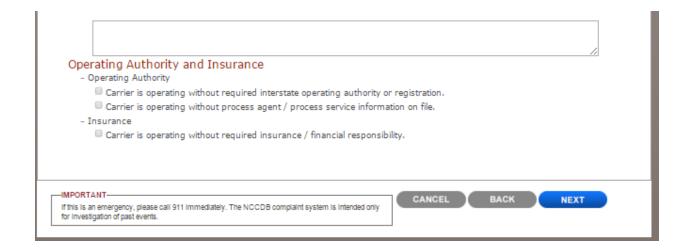
# Driver Moving Complaint Incident Information Continued

– 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
<ul> <li>The complaint involved improper insurance coverage for transportation of personal automobile, motorcycle, or machinery with combustible engines</li> </ul>
A laborer was needed to load or unload the shipment; the company did not provide this service or compensate me for it  Output  Description:
The shipper or receiver attempted to coerce or coerced the complainant into loading/unloading (lumping) the shipme
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.
<ul> <li>Moving company did not prepare or provide a bill of lading.</li> <li>Estimates/Final Charges</li> </ul>
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.

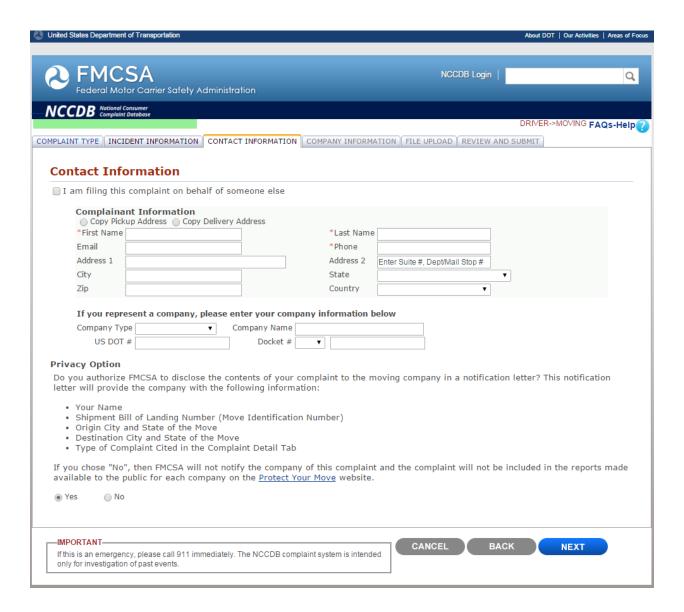
# Driver Moving Complaint Incident Information Continued

O and O anathra Marking Malaking
- 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  Auto Hauler
- Pickup and Delivery
Auto Hauler 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:
☐ There were significant loss and/or damage to the contents of the shipment.  Estimated amount of loss and damage: \$
- Claim Settlement
Auto Hauler did not offer a claim settlement.
Auto Hauler is not responding to a filed complaint or an inquiry.
Auto Hauler refuses to participate in the arbitration process.
Coercion for Refusal to Commit Violation
- Coercion for Refusal to Commit Violation
I was coerced for refusing to commit a violation related to Hours of Service.
I was coerced for refusing to commit a violation related to Cargo Securement.
I was coerced for refusing to commit a violation related to Required Equipment.
I was coerced for refusing to commit a violation related to Vehicle Condition or Maintenance.
I was coerced for refusing to commit a violation related to ill or fatigued operations.
I was coerced for refusing to commit a violation related to commercial drivers licensing.
I was coerced for refusing to commit a violation related to hazardous materials.
I was coerced for refusing to commit a violation related to the commercial regulations.
Other
Harassment for Refusal to Commit an Hours of Service Violation  - Harassment for Refusal to Commit an Hours of Service Violation
I was harassed by my motor carrier employer based on information that my employer accessed through an Electronic Logging Device (ELD) or related technology that resulted in me violating the hours of service rules of the Federal Motor Carrier Safety Regulations.
Deceptive Business Practice - Whisteblower 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)

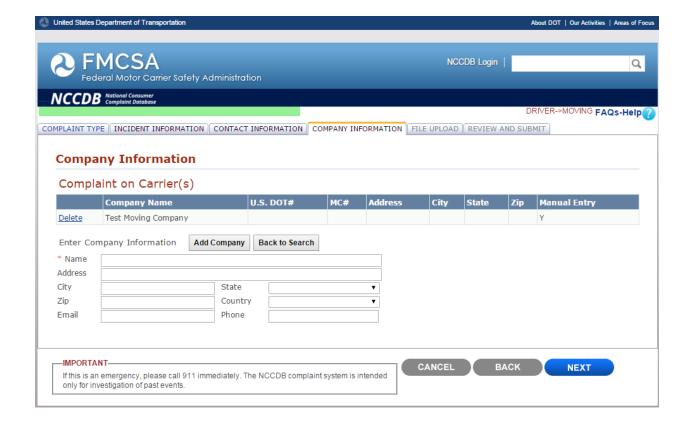
## Driver Moving Complaint Incident Information Continued



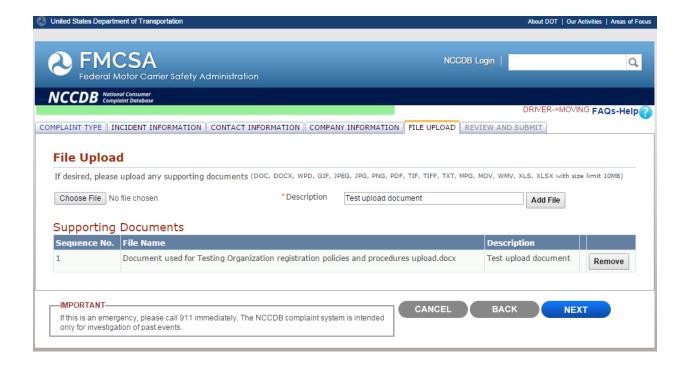
#### **Driver Moving Complaint Contact Information**



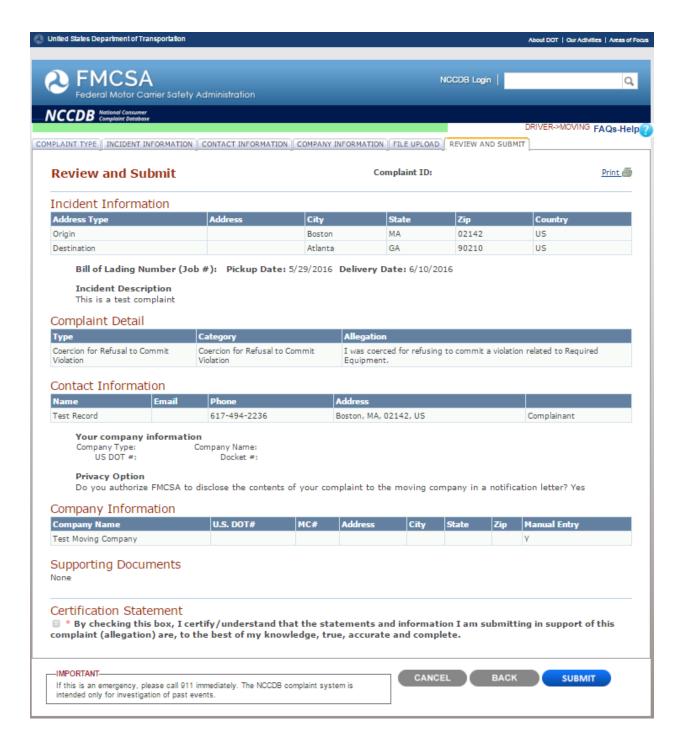
#### **Driver Moving Complaint Company Information**



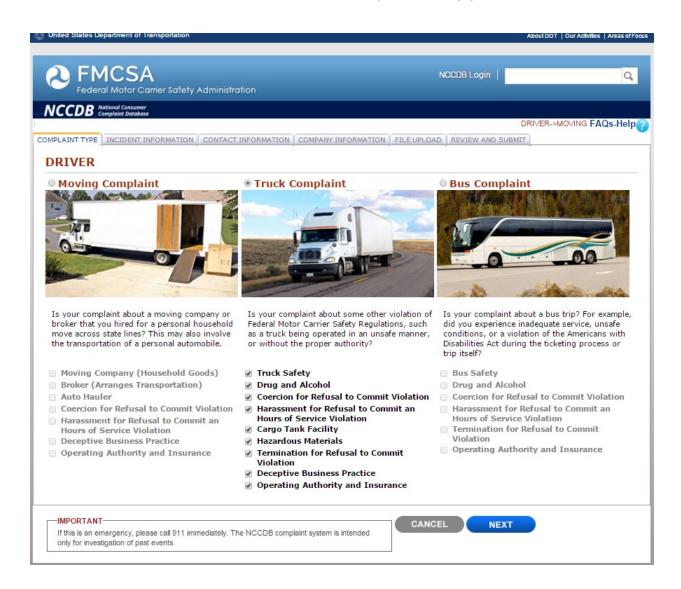
#### **Driver Moving Complaint File Upload**



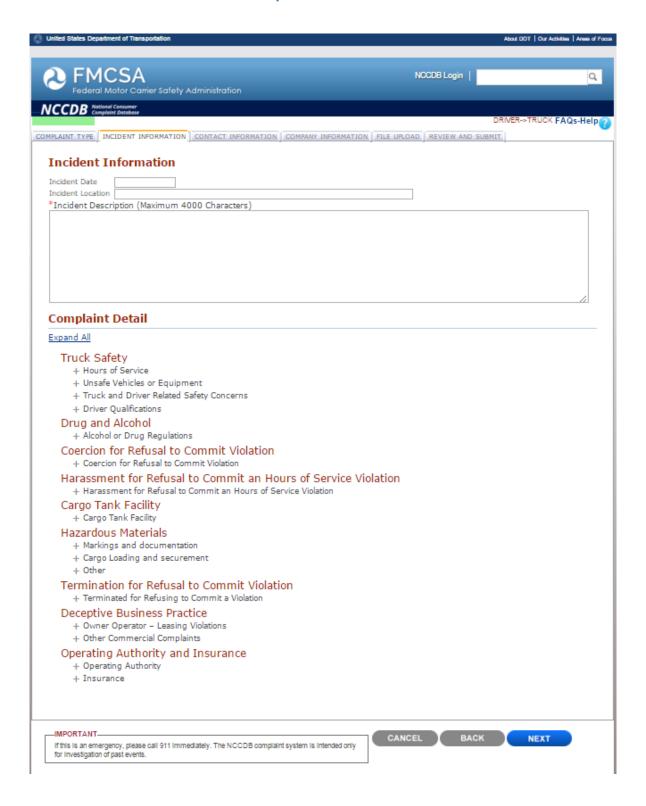
#### Driver Moving Complaint Review and Submit



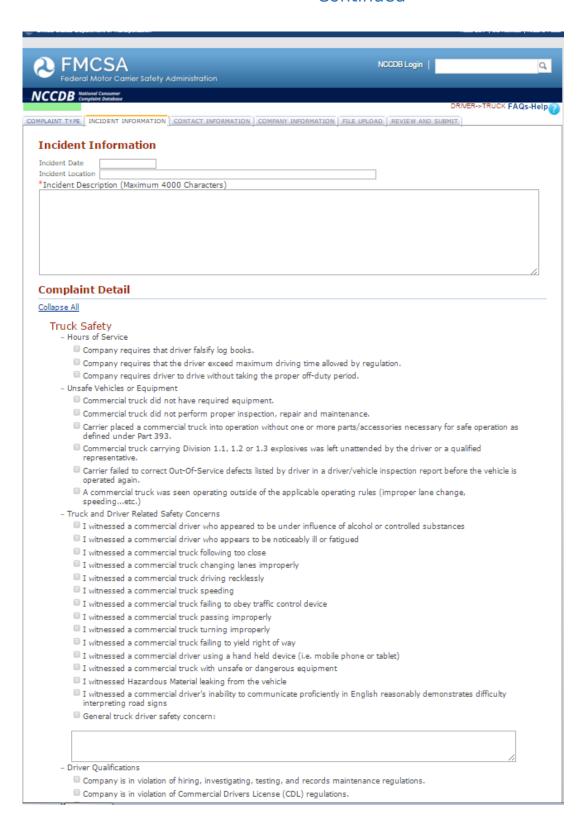
#### **Driver Truck Complaint Type**



#### **Driver Truck Complaint Incident Information**



## Driver Truck Complaint Incident Information Continued



## Driver 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 Company is using a driver that does not possess a valid commercial driver license endorsement (i.e. hazardous 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 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! 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. Coercion for Refusal to Commit Violation Coercion for Refusal to Commit Violation I was coerced for refusing to commit a violation related to Hours of Service. I was coerced for refusing to commit a violation related to Cargo Securement. I was coerced for refusing to commit a violation related to Required Equipment. I was coerced for refusing to commit a violation related to Vehicle Condition or Maintenance. I was coerced for refusing to commit a violation related to ill or fatigued operations. ■ I was coerced for refusing to commit a violation related to commercial drivers licensing. I was coerced for refusing to commit a violation related to hazardous materials.  $\hfill \square$  I was coerced for refusing to commit a violation related to the commercial regulations. Harassment for Refusal to Commit an Hours of Service Violation Harassment for Refusal to Commit an Hours of Service Violation I was harassed by my motor carrier employer based on information that my employer accessed through an Electronic Logging Device (ELD) or related technology that resulted in me violating the hours of service rules of the Federal Motor Carrier Safety Regulations. 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 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. A hazardous material employee does not have sufficient training. Carrier has an outdated registration.

#### Termination for Refusal to Commit Violation

I witnessed Hazardous Material leaking from the vehicle

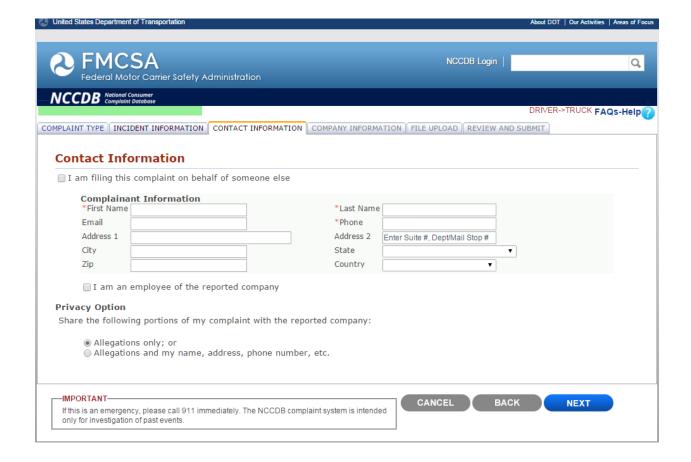
- Terminated for Refusing to Commit a Violation

I (or another driver) was terminated for refusing to commit a violation related to Hours of Service.

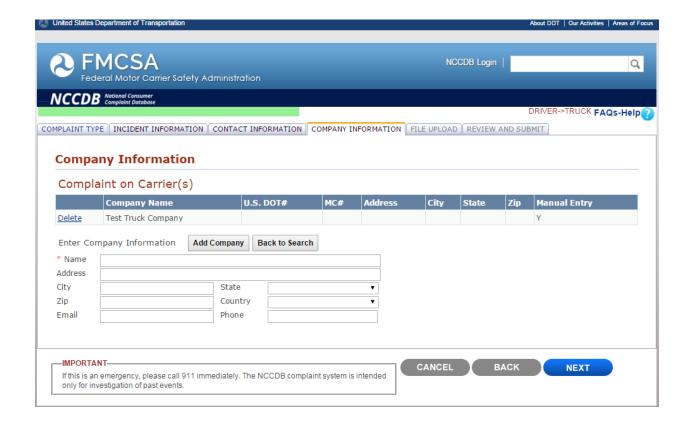
# Driver Truck Complaint Incident Information Continued

I (or another driver) was terminated for refusing to commit a violation related to Size and Weight.
I (or another driver) was terminated for refusing to commit a violation related to Cargo Securement.
I (or another driver) was terminated for refusing to commit a violation related to Required Equipment.
I (or another driver) was terminated for refusing to commit a violation related to Vehicle Condition or Maintenance.
I (or another driver) was terminated for refusing to commit a violation related to Falsification of Log Books.
I (or another driver) was terminated for refusing to commit a violation related to ill or fatigued operations.
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
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.
MPORTANT CANCEL BACK NEXT
If this is an emergency, please call 911 immediately. The NCCDB complaint system is intended only for investigation of past events.

#### **Driver Truck Complaint Contact Information**



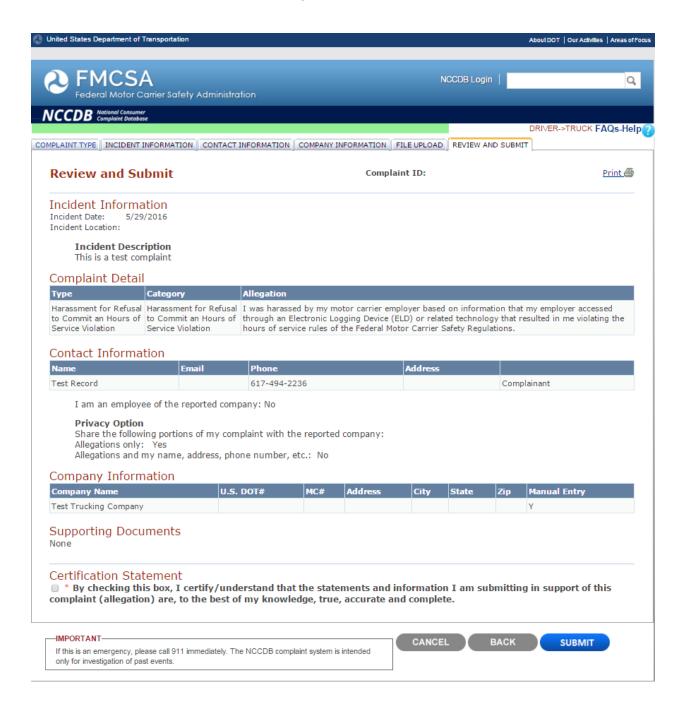
#### **Driver Truck Complaint Company Information**



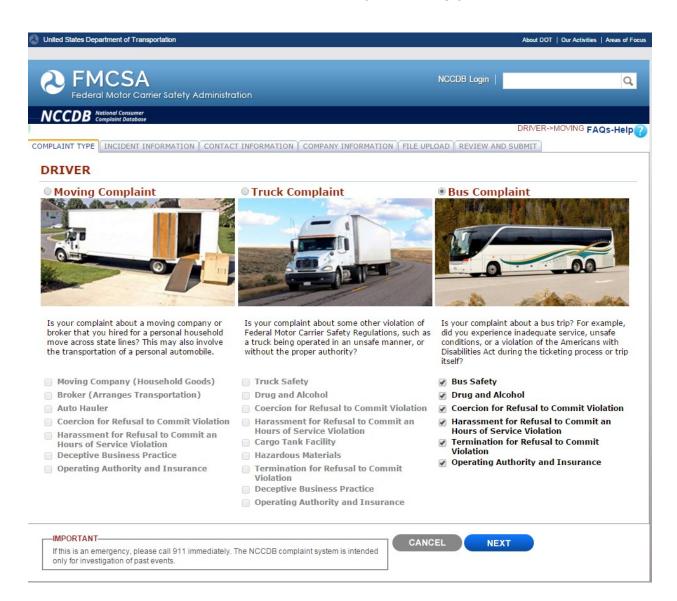
#### **Driver Truck Complaint File Upload**



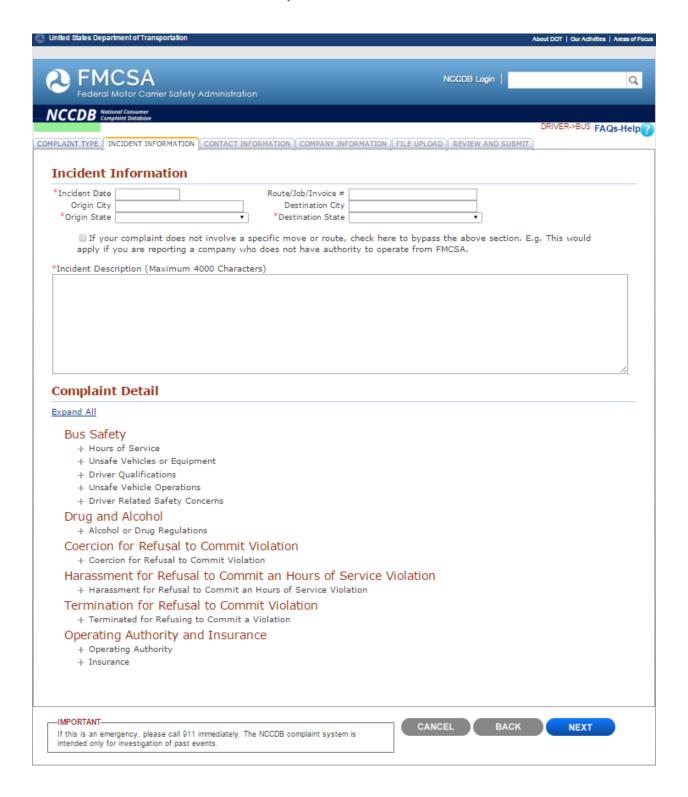
#### **Driver Truck Complaint Review and Submit**



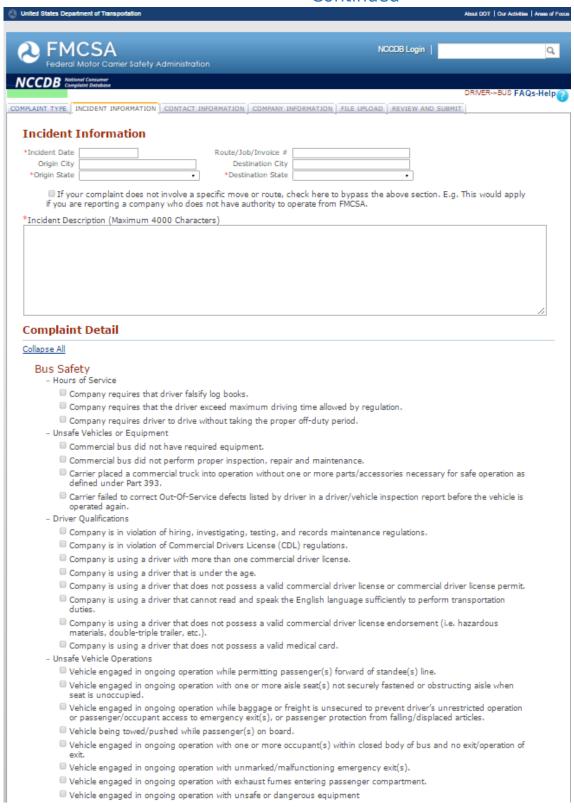
#### **Driver Bus Complaint Type**



#### **Driver Bus Complaint Incident Information**



## Driver Bus Complaint Incident Information Continued



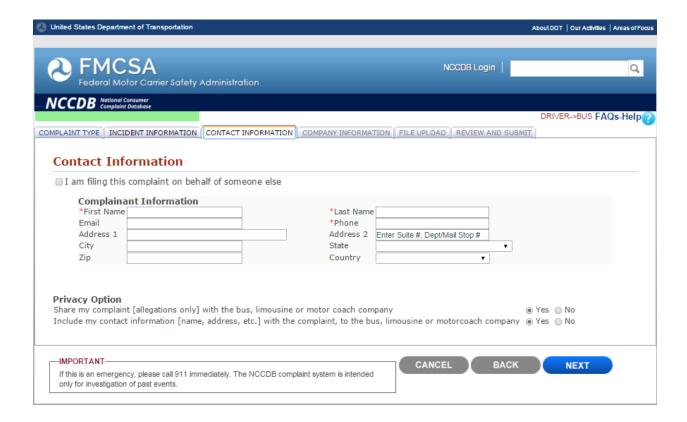
# Driver Bus Complaint Incident Information Continued

Continued
General Vehicle Safety:
//
river 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:
 and Alcohol cohol 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.
 cion for Refusal to Commit Violation
percion for Refusal to Commit Violation
I was coerced for refusing to commit a violation related to Hours of Service.
I was coerced for refusing to commit a violation related to Cargo Securement.
I was coerced for refusing to commit a violation related to Required Equipment.
I was coerced for refusing to commit a violation related to Vehicle Condition or Maintenance.
I was coerced for refusing to commit a violation related to ill or fatigued operations.
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Other
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I (or another driver) was terminated for refusing to commit a violation related to Falsification of Log Books.

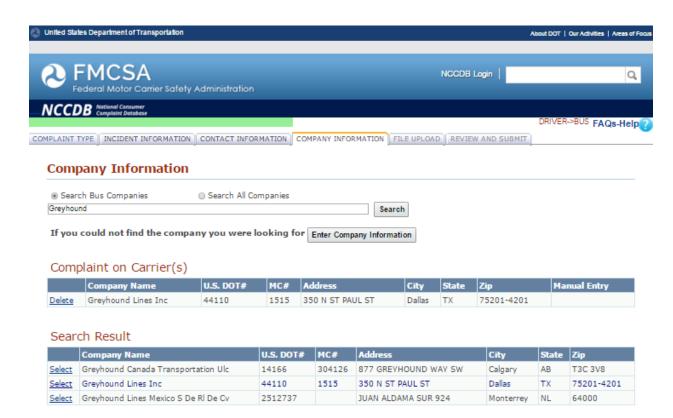
# Driver Bus Complaint Incident Information Continued

# 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.

#### **Driver Bus Complaint Contact Information**



#### **Driver Bus Complaint Company Information**



-IMPORTANT-

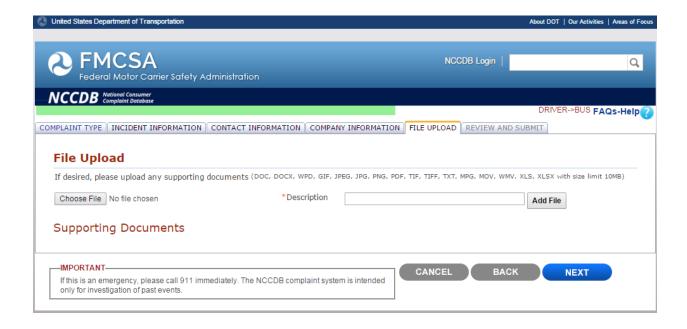
If this is an emergency, please call 911 immediately. The NCCDB complaint system is intended only for investigation of past events.

CANCEL

BACK

NEXT

#### Driver Bus Complaint File Upload



#### Driver Bus Complaint Review and Submit

