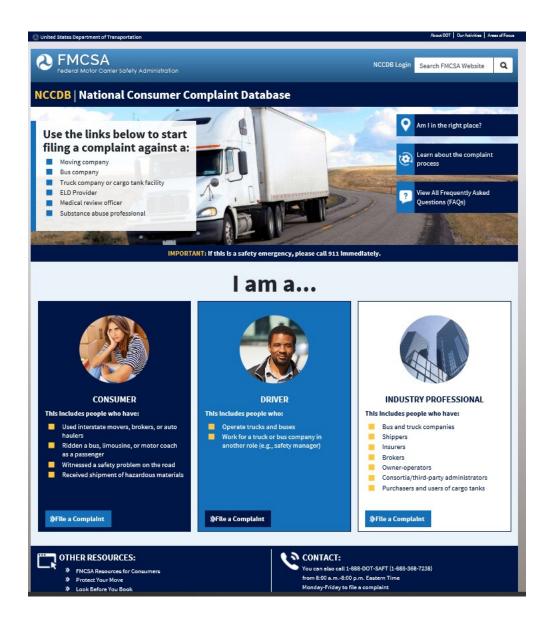
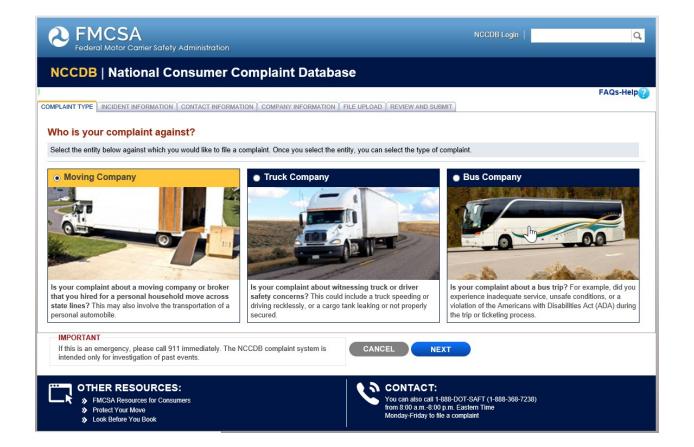
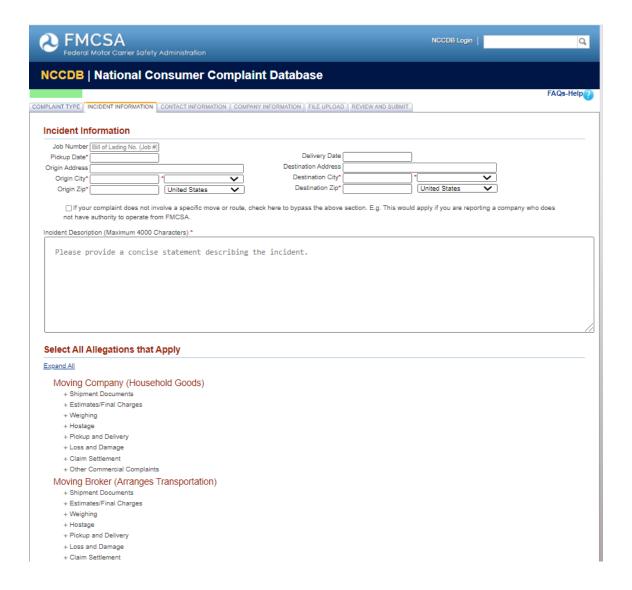
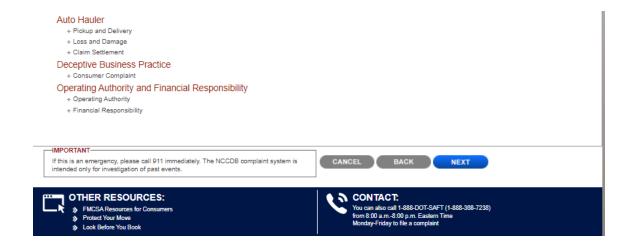
### NCCDB Complaint Entry Home Page

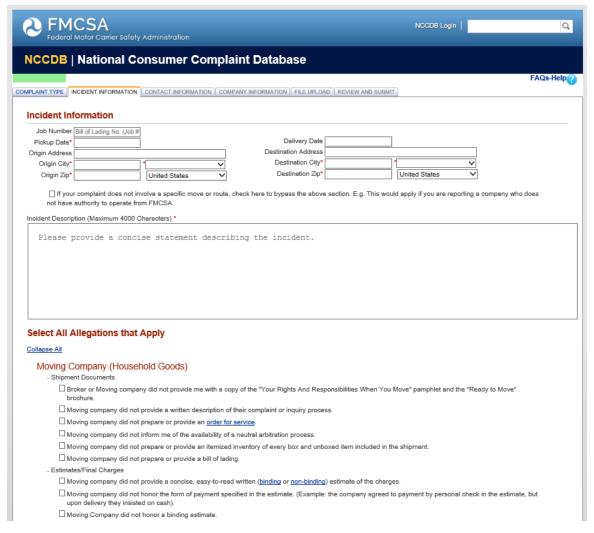


### Consumer Moving Complaint Type







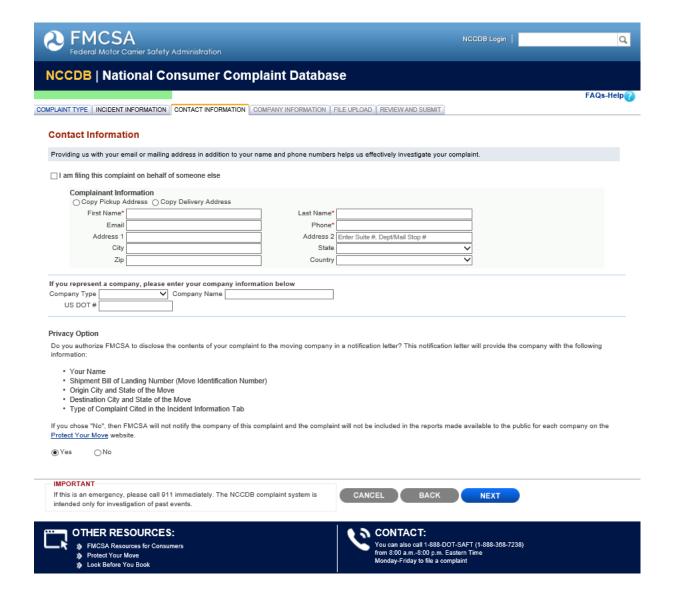


☐ Moving company requested more than 110% of a <u>non-binding</u> estimate at the time of delivery of the shipment.	
Estimated freight charges: \$	
Total deposit paid prior to pickup: \$	
Total freight charges requested at delivery: \$	
☐ Broker provided estimates that are much lower than actual charges from Moving Company.	
- 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.	
- Other Commercial Complaints	
The complaint involved improper insurance coverage for transportation of personal automobile, motorcycle, or machinery with combustible engines	
Moving Broker (Arranges Transportation)	
- Shipment Documents	
☐ Broker or Moving company did not provide me with a copy of the "Your Rights And Responsibilities When You Move" pamphlet and the "Ready to Move" brochure.	
☐ 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, bu upon delivery they insisted on cash).	rt
☐ Moving Company did not honor a binding estimate.	

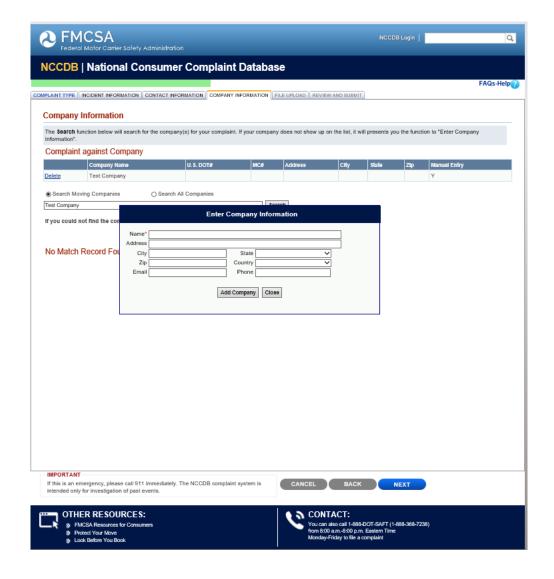
☐ Moving Company did not honor a binding estimate.
☐ Moving company requested more than 110% of a <u>non-binding</u> estimate at the time of delivery of the shipment.
Estimated freight charges: \$
Total deposit paid prior to pickup: \$
Total freight charges requested at delivery: \$
☐ Broker provided estimates that are much lower than actual charges from Moving Company.
- 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.
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. 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.
I mere were significant loss amount cannage to the conterns of the simpment.  Estimated amount of loss and damage: \$\frac{1}{2}\$ = \$\frac{1}{2
- Claim Settlement
Under 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
Auto Fidule: - 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: \$
- 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 didn't indicate Broker status nor did Broker mention it when arranging the move				
Auto Hauler Broker misrepresenting itself as a Mover. Website didn't indicate Broker status nor did Broker mention it when arranging the transport				
☐ 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				
☐ Broker failed to return the deposit when a move was cancelled within timeframe specified in their policy.				
☐ Broker failed to provide a list of carriers (Moving Companies) they use on their website/advertisements.				
Operating Authority and Financial Responsibility  Operating Authority				
☐ Carrier is operating without required interstate operating authority or registration.				
☐ Broker using carriers (Moving Companies) that don't have operating authority.				
- Financial Responsibility				
☐ Carrier is operating without required insurance				
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			
OTHER RESOURCES:	ONTACT:			
> FMCSA Resources for Consumers	You can also call 1-888-DOT-SAFT (1-888-368-7238) from 8:00 a.m8:00 p.m. Eastern Time			
<ul> <li>Protect Your Move</li> <li>Look Refore You Book</li> </ul>	mom 8:00 a.m8:00 p.m. Eastern Time  Monday-Friday to file a complaint			
y Look before You book				

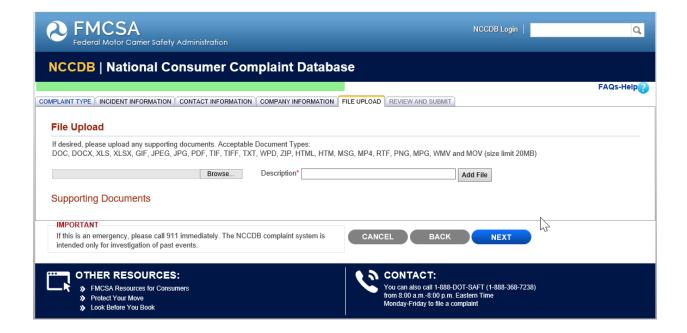
#### Consumer Moving Complaint Contact Information



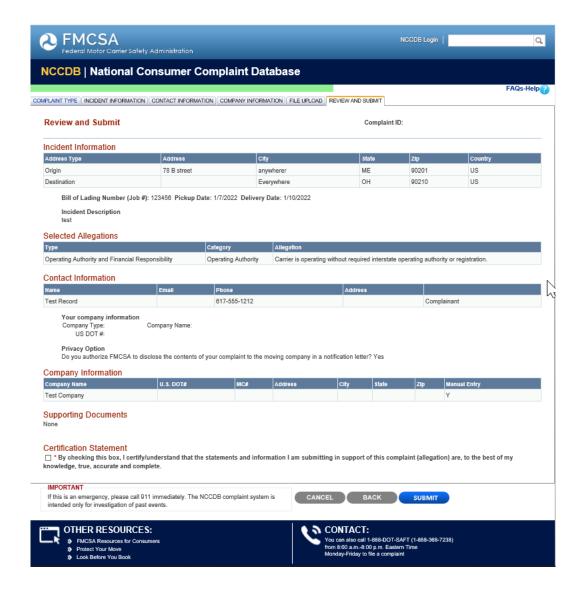
## Consumer Moving Complaint Company Information



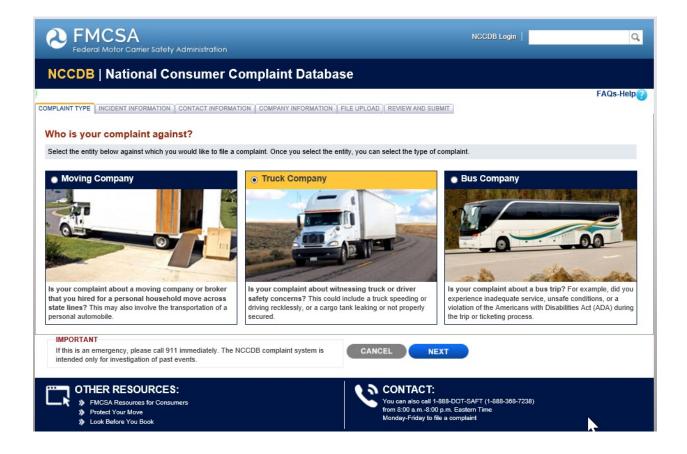
## Consumer Moving Complaint File Upload



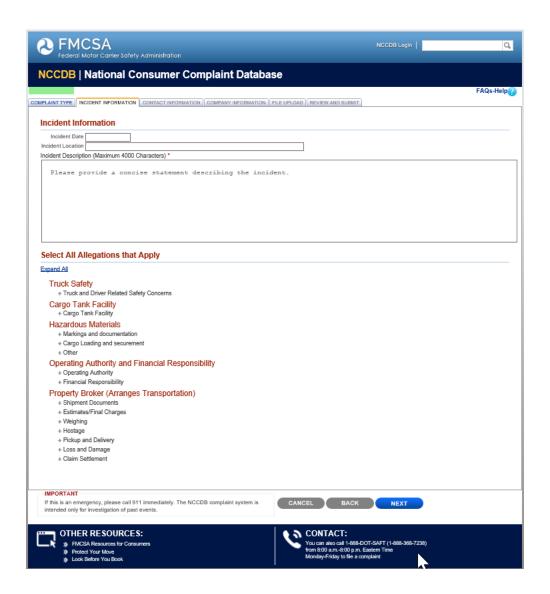
### Consumer Moving Complaints Review and Submit



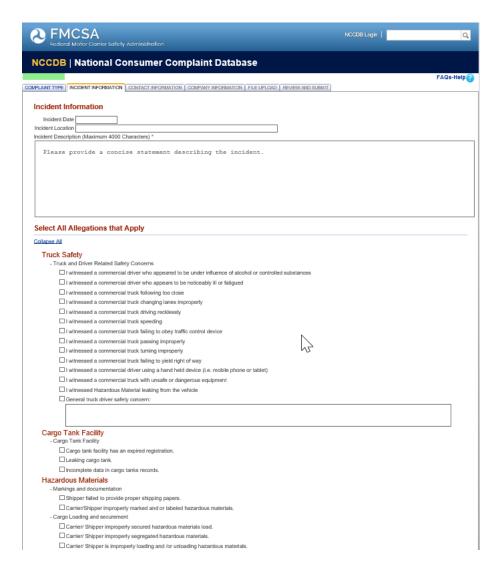
### Consumer Truck Complaint Type



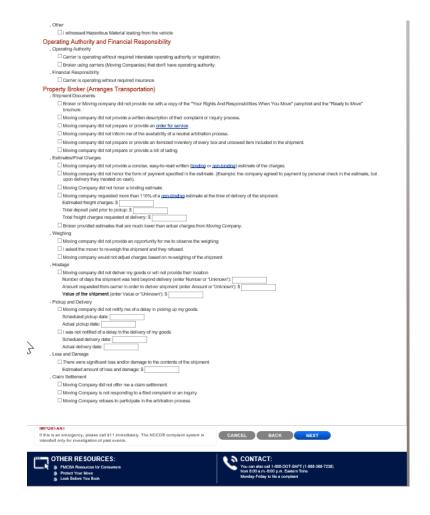
Consumer Truck Complaint Incident Information



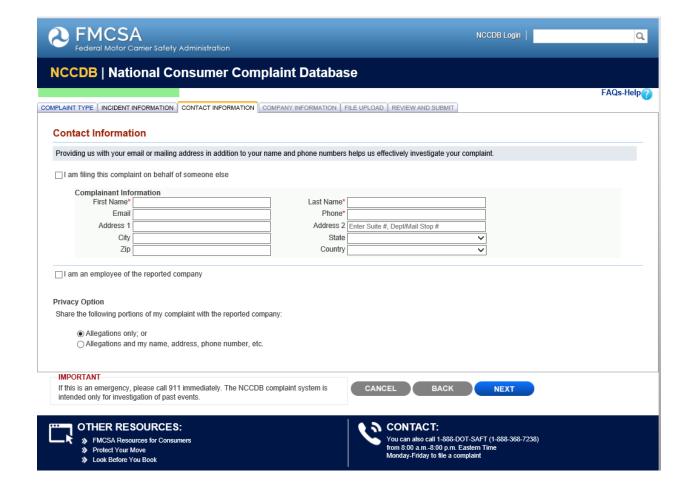
# Consumer Truck Complaint Incident Information Continued



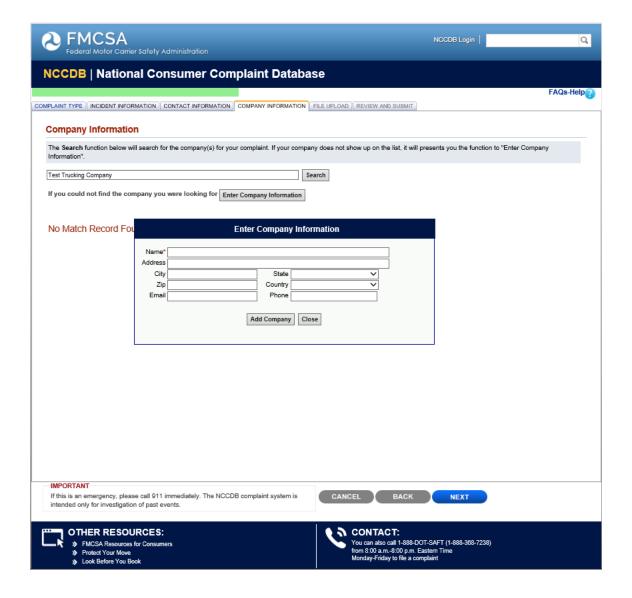
# Consumer Truck Complaint Incident Information Continued



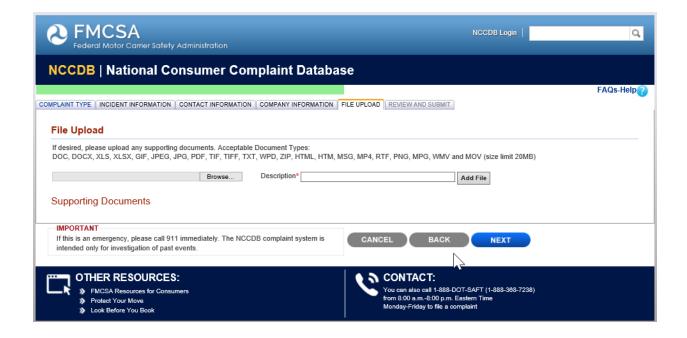
## **Consumer Truck Complaint Contact Information**



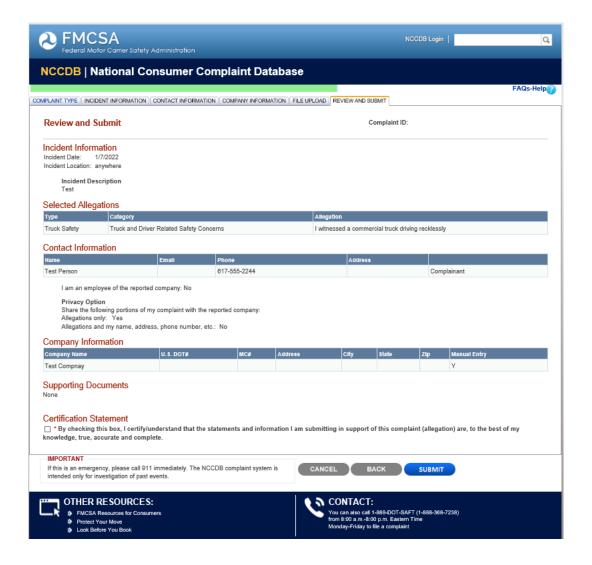
## Consumer Truck Complaint Company Information



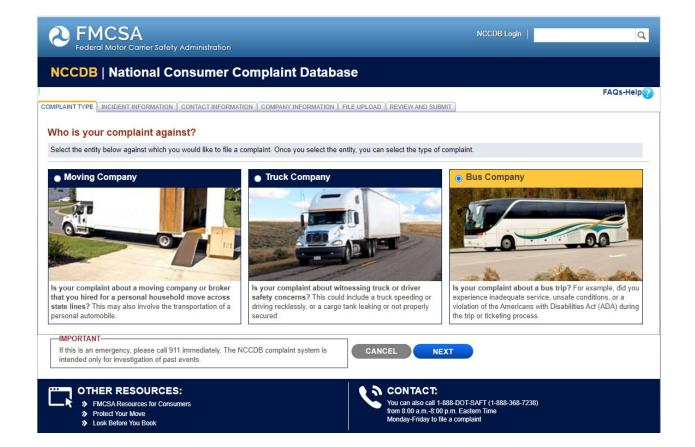
## Consumer Truck Complaint File Upload



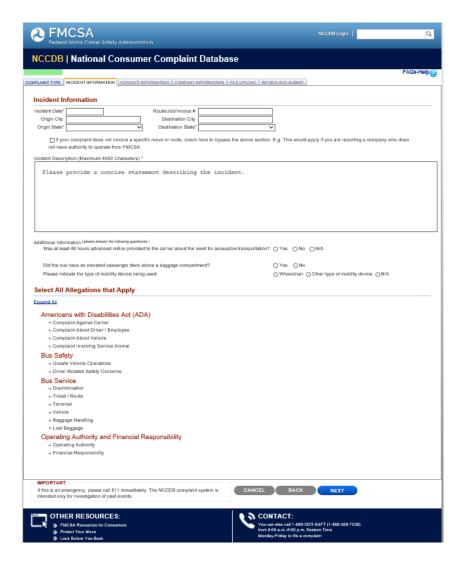
#### Consumer Truck Complaint Review and Submit

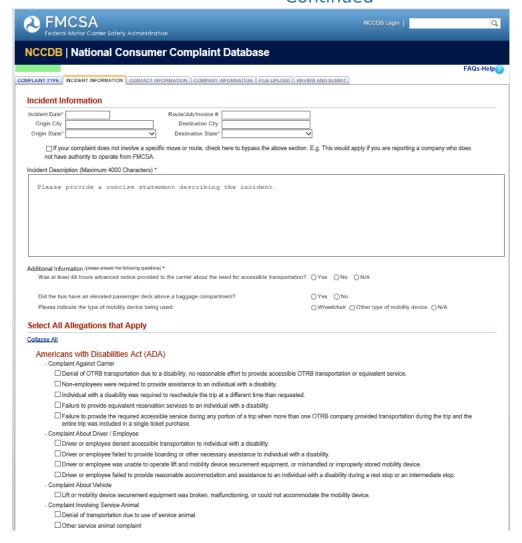


### Consumer Bus Complaint Type



## Consumer Bus Complaint Incident Information

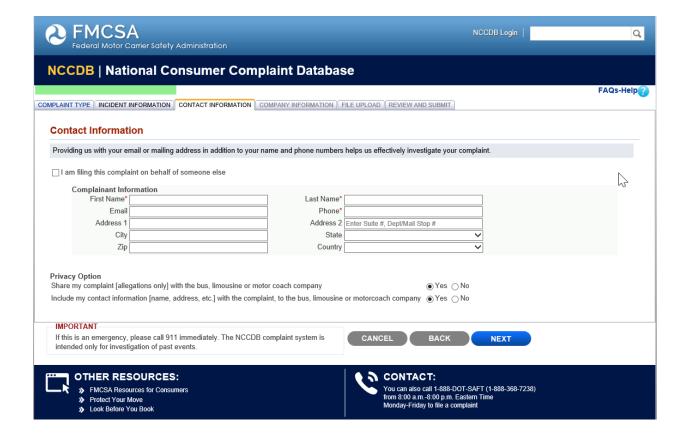




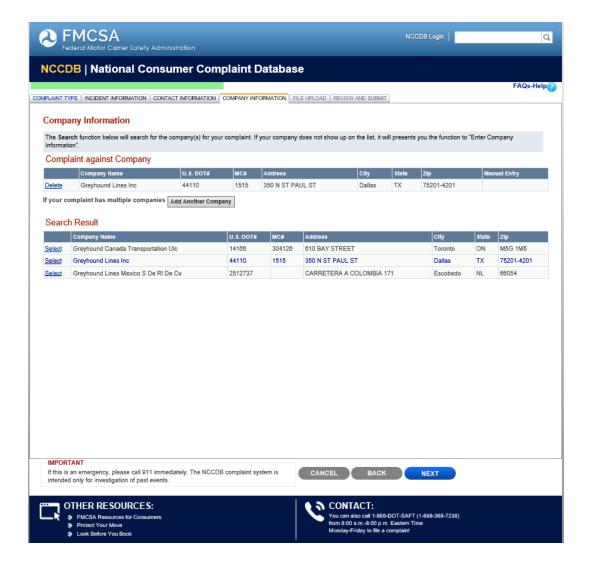
·				
is Safety				
- Unsafe Vehicle Operations				
Vehicle engaged in ongoing operation while permitting passenger(s) forward of standae(s) line.				
□ Vehicle engaged in ongoing operation with one or more aisle seat(s) not securely fastened or obstructing aisle when seat is unoccupied. □ Vehicle engaged in ongoing operation while baggage or freight is unsecured to prevent driver's unrestricted operation or passenger/occupant access to				
emergency exit(s), or passenger protection from falling/displaced articles.				
☐Vehicle being towed/pushed while passenger(s) on board.				
□ Vehicle engaged in ongoing operation with one or more occupant(s) within closed body of bus and no exit/operation of exit.				
☐ Vehicle engaged in ongoing operation with unmarked/malfunctioning emergency exit(s).				
□ Vehicle engaged in ongoing operation with exhaust fumes entering passenger compartment.				
☐Vehicle engaged in ongoing operation with unsafe or dangerous equipment				
General vehicle safety concern:				
- 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 who operated a bus beyond the allowable hours of service				
☐ I witnessed a driver's inability to communicate proficiently in English reasonably demonstrates difficulty interpreting road signs				
☐ General driver safety concern:				
is Service				
Discrimitation				
☐ Denial of seating based upon race, color, creed, or national origin.				
☐ Ticket does not contain printed notice that seating is without regard to race, color, creed, or national origin.				
Facility is, operated, arranged or maintained in a way that denies or separates services based upon race, color, creed, or national origin.				
Terminal facility does not post a Public Notice of the full text of non-discriminatory regulations.				
- Ticket / Route				
During normal business hours at terminal or station, carrier did not provide information as to schedules, tickets, fares, baggage, and other carrier services.				
Carrier's ticket facility did not provide automated, over-the-phone information of current bus schedules and fares.				
Carrier does not provide refund of unused ticket(s) where they were sold, within 30 days.				
Scheduled bus (other than commuter service) departed from terminal/station prior to public announcement.				
Carrier changed existing regular-route schedule without prominent and sufficient advanced notice.				
Carrier (except in commuter service) does not provide sufficient bus service to meet increased passenger loads on weekends, or during seasonal or holiday				
demand.				
- Terminal				
☐ Terminal / Station was not adequately / regularly patrolled.				
Closed Terminal / Station had no public telephone, outside lighting, posted schedule information, overhead shelter, information on local accommodations or telephone numbers for local taxi service and police.				

- Vehicle				
☐ Bus temperature unreasonable, bus and/or bus restroom unclean.				
☐ Bus and/or driver not visibly identifiable by name or number.				
Carrier did not ensure that one or more passengers, the driver or other employee was prohibited from smoking while on a vehicle transporting passengers during scheduled or special service in interstate commerce.				
- Baggage Handling				
☐ Carrier offered no provision for passenger to pay additional charge to declare of	checked baggage value in excess of the limited amount.			
☐ Carrier does not provide clear/adequate notice of opportunity to declare excess	s value beyond free baggage allowance limitation.			
Carrier does not provide opportunity to declare excess value at baggage checking counter or at side of bus, up to 15 minutes prior to scheduled boarding time.				
☐ Carrier did not issue baggage receipt for checked baggage.				
☐ Carrier did not transport bags on same schedule, although bags were checked at least 30 minutes before departure.				
☐ 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.				
- Lost Baggage				
☐ 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 Financial Responsibility				
- Operating Authority				
☐ Carrier is operating without required interstate operating authority or registration.				
☐ Broker using carriers (Moving Companies) that don't have operating authority.				
- Financial Responsibility				
☐ Carrier is operating without required insurance				
IMPORTANT	Λ.			
If this is an emergency, please call 911 immediately. The NCCDB complaint system is	CANCEL BACK NEXT			
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OTHER RESOURCES:	♠ ↑ CONTACT:			
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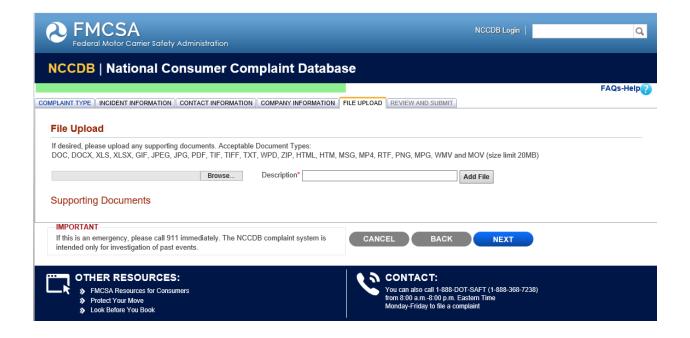
### Consumer Bus Complaint Contact Information



### Consumer Bus Complaint Company Information



Consumer Bus Complaint File Upload



### Consumer Bus Complaint Review and Submit

