

## Planning: Before You Move

1. **Start your research as early as possible.** Taking the time to carefully research your options will help you select a reputable mover. Consumers should check on business' complaint history and reputation from friends and family and organizations like the Better Business Bureau.
2. **Check their license.** For interstate moves, you can verify that a mover is federally licensed by visiting the Federal Motor Carrier Safety Administration's website at <https://www.fmcsa.dot.gov/protect-your-move/search-mover>. For intrastate moves (moves that take place in Illinois), you can verify the moving company is licensed at the IL Commerce Commission website <https://www.icc.illinois.gov/emdb/mcis/search>. **All IL Movers are required to be licensed and insured.**
3. **Know your rights.** Visit the website <https://www.fmcsa.dot.gov/protect-your-move/tips-for-success> to learn of your rights and responsibilities, great tips and red flags to watch out for as you plan your move.
4. **Get on-site inspections and written estimates.** Dishonest moving companies will often give you a lowball estimate over the phone or email and demand far more money after your goods have been loaded onto their truck or taken away. In contrast, most reputable moving companies will do an in-home visit in order to give you a more accurate estimate. IL law requires that the moving company supply you with an estimate in writing. IL law also requires movers to file their rates with the IL Commerce Commission and they are not allowed to deviate from their filed rate or offer discounts.
5. **Be careful with brokers.** Verify that the move is going to be performed by the mover giving the estimate and that they are not acting as a broker. A broker will hire a third-party moving company to move your goods and you have no control over who they hire.
6. **Select Adequate Insurance.** Be sure to discuss your insurance options with the mover prior to the move. You want to make sure you have adequate insurance to cover any damage or losses. If you do not understand, ask them to explain again.

## Moving Day

1. **Be present throughout the process.** Being present when your goods are loaded allows you to answer questions from the mover, give directions and ensure that nothing is left behind.
2. **Carefully read ALL documents before signing them.** Dishonest movers have been known to alter estimates and add undisclosed charges the day of the move. Review all documents closely before signing and don't sign anything you don't agree to.

## Delivery Day

1. **Be present throughout the process.** This will allow you to direct the movers, answer questions and check your goods.
2. **Check your goods.** Check that all your goods were delivered. Check for any visible signs of damage and discuss with your mover.

## After your Move

1. **Where's My Stuff?** Some "scammers" create "hostage load" situations, in which the company will not release your goods until you pay extra. If this situation occurs, contact the IL Commerce Commission Police at (217) 782-6448. By doing adequate research of moving company prior to your move, this does not usually occur.