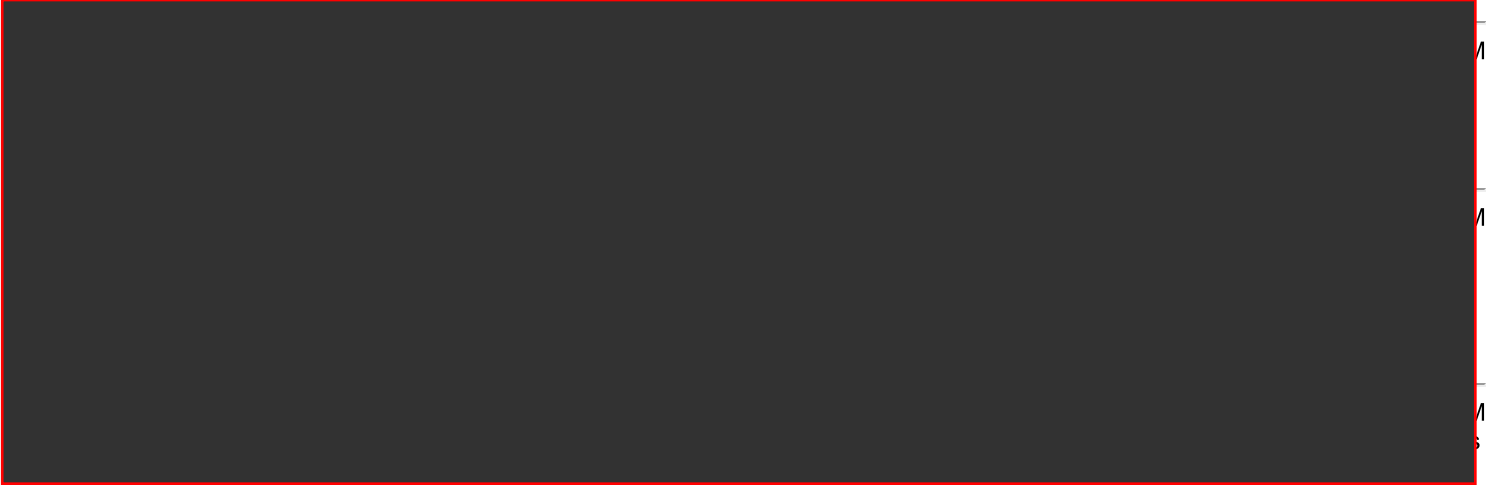


Regards,  
Customer Service  
**Move ON Moving**

[www.moveONmoving.com](http://www.moveONmoving.com)

**MOVING SOLUTIONS TEAM**



Moving Systems Incorporated <[info@northernmovingsystems.com](mailto:info@northernmovingsystems.com)>

I was contacted Tuesday by your driver and informed that he would probably be here by Thursday. I have not heard from the driver since and I have sent multiple text messages and have left a voicemail. It is Wednesday afternoon and still no contact. When will the driver be here with our stuff? I have to arrange with the management to get some space blocked off for them to park the truck in front of our building, but I cannot do that without the delivery information. I spoke with the management about the truck entering the complex and there are no rules that limit the sizes of trucks, but they are worried you will block driveways with your truck and have asked for a smaller truck to be used instead. I have prepared the money order for the shuttle. I will not release the money orders for our household goods until I have verified the size of the load in the big truck and before the movers move the household goods into the smaller truck. I will drive to the location where the driver parks to perform that verification. In the event that our household goods take up less space than the 1950 cuft quoted, I will be asking for a refund of some of the total cost of the move and money back from the cost of the shuttle. The driver asked for cash for the shuttle, but I am providing a money order. Do I make that money order out to MoveOn moving?

Please have your driver and your management team contact me at their earliest convenience so we can determine when the household goods will be delivered. If they are not delivered by Friday, we will need to adjust the total cost of the move again based upon exceeding the contractually obligated days for the delivery.

I look forward to hearing from your management and driver.

Thanks

Will

On Tue, Jun 1, 2021 at 1:01 PM Customer Service <[customerservice@moveonmoving.com](mailto:customerservice@moveonmoving.com)> wrote:

[Quoted text hidden]



4:22 PM

I have been informed by the driver that I cannot verify the load prior to him having it unloaded from the truck. This is his text response:

Hello. We paid for a service that isn't being performed. The driver has informed me that he will just unload the truck and head out. He will not be putting some of the furniture in the locations we need it to be placed. I don't believe they will put all of the stuff together tonight before leaving. Our contract includes all of these services. If these services are not performed, then your company is again in violation of the contract.

How do you plan to resolve this issue? When can I expect to hear from someone about finishing this job? I expect a call tonight with a plan to finish this moving job.

Thanks.

Will

[Quoted text hidden]

Thu, Jun 3, 2021 at 11:13 PM

MoveOn Moving and Northern Moving Systems,

We contracted with Northern Moving (who then contracted a third party, MoveOn Moving) for our move from Mountain View, CA to Chicago, IL. We then entered a contract with MoveOn Moving to perform the move. Our contract included a full service option. The full service option was not executed and we have been left with an unfinished move in violation of the contract. Due to the following issues/experiences with both companies, we believe a full refund is in order:

1. Northern Moving Systems employees lied to us on more than one occasion (we have previously emailed about these false statements to include checking with their dispatch, the delivery dates, saving us money by recommending that we pack our own stuff, etc)
2. Northern Moving Systems waited until Thursday night (April 22nd, 2021) to inform MoveOn Moving that the quote had been updated and the amount of CuFt needed was more than initially expected. We had contacted Northern Moving Systems prior to that date via email and text messages (Dean was the Point of Contact) to get the quote updated before that last week, but we were denied the chance to update the expected load.
3. Due to the late update of the quote and expected load CuFt, the moving foreman/driver for MoveOn Moving already had another load on the truck. Our expected load would have filled the truck he was using, so they couldn't load everything on the truck for the two scheduled move days. We were then forced to sit in a mostly empty house with our 10 month old son while we waited for someone to inform us when the foreman/driver would return to collect the rest of our belongings. We attempted to contact both Northern Moving Systems and MoveOn Moving on Friday and Saturday, but both offices were closed for the weekend. The driver/foreman stated that he didn't have a contact number for his company for any after hours issues (this was discovered to be a lie as the drivers/foreman have the phone number for their assistant dispatch Michelle) and couldn't contact anyone when we had questions about the lack of a full liability option.
4. We were not offered a full liability option during the initial 3 days of the move. We had to call Northern Moving Systems customer service and Dean, who quickly had their lawyer contact me. The dispatcher for MoveOn Moving lied to me and told me that they were not obligated to provide that information, contrary to the documentation that both Northern Moving Systems and MoveOn Moving provided (Your Rights and Responsibilities When You Move, link to document was provided and 2013 version was provided in that link) in the section that discusses the required Bill Of Lading section which states: The two options for liability of which you will select either: Option 1) Full (Replacement) Value Protection or Option 2) Waiver of Full (Replacement) Value Protection. On our contract, the full liability option was crossed off and the driver/foreman told me that this is what the company always does for these moves. Someone from MoveOn Moving did finally call on the 4th day of the move (Monday April 26th) to tell me that their company was in the wrong and they would offer me full liability for \$3100 to \$3600. Most of our stuff was in Las Vegas, NV at that time. Had any issues occurred on the drive to their storage facility in Las Vegas, the driver/foreman informed us that our stuff would only be covered at the lower level if we did not sign for waiving our full liability. We did not sign the waiver until Monday.
5. The driver/foreman for the pickup informed us that we should put down the following day as our day for delivery, even though we had worked it out with Dean to have the household goods delivered during the week of 3 May 2021. Dean informed us during our multiple calls that the delivery dates wouldn't be an issue and that he had checked with his dispatch to verify that with our load size, we would have no problems having our stuff delivered during that first week of May. We were lucky that the foreman/driver provided us that recommendation because if we had put down our first available delivery date of May 3rd, MoveOn Moving contract allows for 30 days (not business days as they claimed multiple times in calls with the dispatcher and the assistant dispatcher) after the first available delivery date to deliver the household goods. We would have been waiting until July to get our stuff.
6. We contacted MoveOn Moving via the telephone multiple times. The dispatcher gave us a fake name (Dave Levy) and refused to put us in contact with the manager when we asked to speak to whomever he reports to. We were later informed that the dispatcher is really the owner of the company and his name is Oren Malka. He is the responsible party for the LLC that is responsible for the MoveOn Moving company (as listed on the SilverFlume website). When we asked to speak with the owner during our calls, he informed us that there wasn't an owner and that it was an LLC, so there wasn't a responsible party for us to talk with regarding the issues we were having getting our stuff delivered.
7. Our move has not been completed per contractual obligations. We have provided a summary in the attached photos and included those documents (with the driver signature acknowledging that he did not complete the required move contract due to having to work on another move tomorrow. He was given one day to complete our delivery when a shuttle was required for the

move. The use of a shuttle added approximately 40 minutes round trip for the driving alone. The driver is required to get sleep prior to driving tomorrow, so he had to leave. A quick summary of the issues: items were not placed where we requested (our sleeper sofa is still in the garage and in the plastic wrap, couch was left upside down in the living room and facing the wrong direction, etc), items that were disassembled during the pickup/loading were not reassembled during the delivery (recliner, tvs not put on stands, drawers for dressers left on boxes, dresser feet not installed, etc). Further complicating the move is that the driver/foreman on the delivery had to find movers to help him unload the truck because they didn't have movers with him to assist. These movers did not stay until the end of the delivery.

8. There was quite a bit of damage done to the house by the movers. We have pictures and can provide them if requested.

9. We were informed that if we did not sign the contracts/BOL that we would not be able to make claims on any damaged goods. We provided the written summary and annotated on the documents that the services required were not provided. Multiple attempts were made to contact the MoveOn Moving staff at their office during office hours to get a resolution, but nobody answered any of the lines. We had to ask the driver/foreman to contact Michelle on her personal phone (driver did not feel comfortable giving us the number as he wanted to respect her privacy (rightfully so)) to discuss the options available. No options were provided by Michelle other than to sign the documents or we couldn't make claims on any damages.

10. Northern Moving Systems has refused to provide any assistance to us when we have run into issues. They are contractually obligated to do so, which has been pointed out to their lawyer by our lawyer and by us in emails to the company.

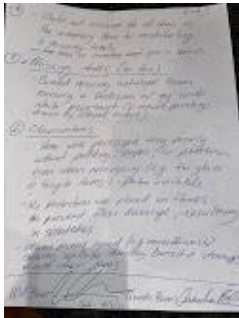
Please feel free to reach out to me to discuss anything in this email. I hope we can expect to see a response from both companies and a full refund issued for violating contracts and attempting to defraud us.

Thanks.

Will

[Quoted text hidden]

**3 attachments**



**IMG-0379.jpg**  
3272K



**IMG-0377.jpg**  
3291K



**IMG-0378.jpg**  
3308K

MoveOn Moving and Northern Moving Systems,

We contracted with Northern Moving (who then contracted a third party, MoveOn Moving without our direct involvement ) for our move from Mountain View, CA, to Chicago, IL. We then entered a contract with MoveOn Moving to perform the move. Our contract included a full service option. The full service option was not executed and we have been left with an unfinished move in violation of the contract. Due to the following issues/experiences with both companies, we believe a FULL REFUND is in order:

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5. The driver/foreman for the pickup informed us that we should put down the following day as our day for delivery, even though we had worked it out with Dean to have the household goods delivered during the week of 3 May 2021. Dean informed us during our multiple calls that the delivery dates wouldn't be an issue and that he had checked with his dispatch to verify that with our load size, we would have no problems having our stuff delivered during that first week of May. We were lucky that the foreman/driver provided us that recommendation because if we had put down our first available delivery date of May 3rd, MoveOn Moving contract allows for 30 days (not business days as they claimed multiple times in calls with the dispatcher and the assistant dispatcher) after the first available delivery date to deliver the household goods. We would have been waiting until July to get our stuff. As it stands, Northern/MoveOn has taken 40 days to deliver, in excess of the 30 days required per the contract. Furthermore, both Northern and MoveOn employees (Dean and MoveOn foreman at point of origin) said that looking at the GPS, our destination could support the bigger trailer, so we wouldn't need to pay a shuttle fee. This is the reason that the 'Yes' was provided to the question about whether a 53' truck could pull into our new neighborhood. This was another lie, causing us to pay another \$1200+ for the shuttle.
6. We contacted MoveOn Moving via the telephone multiple times. The dispatcher gave us a fake name (Dave Levy) and refused to put us in contact with the manager when we asked to speak to whomever he reports to. We were later informed that the dispatcher is really the owner of the company and his name is Oren Malka. He is the responsible party for the LLC that is responsible for the MoveOn Moving company (as listed on the SilverFlume website). When we asked to speak with the owner during our calls, he informed us that there wasn't an owner and that it was an LLC, so there wasn't a responsible party for us to talk with regarding the issues we were having getting our stuff delivered.
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10. Northern Moving Systems has refused to provide any assistance to us when we have run into issues. They are contractually obligated to do so, which has been pointed out to their lawyer by our lawyer and by us in emails to the company.

Please feel free to reach out to me to discuss anything in this email. I hope we can expect to see a response from both companies and a full refund issued for violating contracts and causing me and my family much mental anguish, inconvenience, and added cost during the extra 30 days past the originally promised delivery window. This is in addition to the damage to our household goods and damage to the new residence by the movers.

Thanks,

Will

[Quoted text hidden]

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Tue, Jun 8, 2021 at 12:54 PM

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