



U.S. Department of Transportation  
Federal Motor Carrier  
Safety Administration

US DOT/FMCSA  
1200 New Jersey Avenue SE.  
Washington, D.C. 20590  
MC-NC

Complaint ID: 100266234  
8/2/2024

Suren Thiyagarajah  
2280 N Custer Rd,  
McKinney, TX 75071

Dear Mr. \Mrs. \Ms. Suren Thiyagarajah:

Thank you for your submission to the Federal Motor Carrier Safety Administration's (FMCSA) National Consumer Complaint Database (NCCDB). Your complaint indicated you believe the company handled your shipment in an improper manner. We appreciate you notifying us about your concerns regarding the operations of this company. With your authorization, we notified the motor carrier/company of your dissatisfaction with the service provided. We have asked company officials to make an effort to resolve your complaint.

Your complaint number is 100266234. Please refer to this number when submitting additional information or checking on the status of your complaint.

The FMCSA is responsible for the enforcement of Federal consumer protection statutes and regulations pertaining to the interstate transportation of household goods. However, FMCSA does not have the authority to represent consumer in disputes with regulated entities. You may wish to consult an attorney if you wish to pursue private legal action.

Your complaint may be used for research and analysis to better address noncompliance by regulated entities. A record of this complaint will be retained in our NCCDB system and may be used in future investigations.

If you need more information or have questions, you may call our nationwide toll-free hotline for the NCCDB at 1-888-DOT-SAFT (368-7238) from 8am–8pm, Mon–Fri, EST.

Sincerely,

Monique Riddick  
Chief, Commercial Enforcement and  
Investigations Division