

Thea Spriggs

From: Thea Spriggs
Sent: Tuesday, August 7, 2018 9:10 PM
To: 'Mary Adams'
Cc: 'althea.spriggs@navy.mil'
Subject: RE: Moving Estimate - Fraud based moving broker and outsourced moving company (Complete Moving Group and Victory Moving and Storage)

Importance: High

Greetings Mary,

As of today, we don't have a delivery date from Victory Moving Company. I plan to file a complaint on Complete Moving Group DOT 3132699 with the DOT and on Victory Moving.

We don't know where our furniture is located as of today. I will file a police report stating such if we are not provided with location and pictures or some kind of verification.

Yes, Complete Moving is liable because you outsourced them and knew they had a bad DOT record as well as BBB grade.

They arrived on 23 July after 8pm. They bargained us out of an additional \$3k mostly because they claim your description of our unique bar and entertainment wall sectional was inaccurate. They didn't pack anything on 23 July.

On 24 July – 25 July they arrived after 11am and worked at most 5 hour days. On 26 July – 27 July they arrived after 11am and worked at most 7 hours and on all 4 days they either didn't have the correct packing materials, enough packing materials, or the inventory sheet and the lead was not present to assist them.

Just as you called me over 4 times to get my business, I am expecting that you will call me for a QA call regarding this horrible experience provided through Complete Moving Group.

Cordially,

Thea Spriggs, CEM
Service OPs Manager – PFPA ISSC
SES Division
M: (703) 939.7353



Servant leadership is the most important leadership style!

From: Thea Spriggs
Sent: Tuesday, July 24, 2018 5:10 PM
To: Mary Adams <mary@completemovinggroup.com>
Subject: RE: Moving Estimate

Greetings Mary,

I explicitly explained and described my unique entertainment wall unit and my husband's bar and that each had a full curio on both ends. When the actual moving company arrived, they said the bar on the inventory was a basic small bar and that you did not mention any curios on the ends. I told you my husband's bar and curios and the entertainment wall and curios was stocked and would need packing you said no problem. DJ said that was not written out and they didn't have the correct moving supplies.

The picture box on the inventory was for one picture. The wardrobes that I agreed to reduce from 15 to 10 because you said they are about 36in in width, which changes my total was incorrect, they are only 24in.

I am not surprised, because I read the reviews and what happened to us is exactly what you all do to most customers, but I am a different type of customer because I work directly with the military legal department, my family members are attorneys, and hold dignitary offices in state legislation.

Regardless of how long it may take, I plan to contact ALL better business bureaus, ALL DOTs, and all civilian and military local moving associations and inform them that you all are unethical.

You said the balance could be paid upon delivery since my company was paying. The moving company said that was not their contract. We would have to pay at least 70% before they leave.

Your entire goal is to secure the cheapest rate from a moving company. It should be to get your money and satisfy those who are moving.

How do I get an itemized invoice for the entire balance of \$7856.94 now so I can submit for processing ?

Cordially,

Thea Spriggs, CEM
Service OPs Manager – PFPA ISSC
SES Division
M: (703) 939.7353



Servant leadership is the most important leadership style!

From: Thea Spriggs
Sent: Monday, July 23, 2018 4:47 PM
To: Mary Adams <mary@completemovinggroup.com>
Subject: Re: Moving Estimate

Greetings Mary,

I took leave until Wednesday. I flew to Louisiana to get my house ready for the move. An entire day has passed and the mover has not called me once.

I cannot afford to take an extra day of leave.

You talked about the other moving company who had a better estimate and supposedly undercharging but had a bad report with the DOT, but you all were very responsive until you won the business.

I'm not happy with all of the unethical way you all are now handling business.

I hope it all works out like you promised, because I don't like my time being wasted.

Can you send me the name and number of the mover?

My husband will call them directly.

Respectfully,

Thea Spriggs, CEM
Service OPs Manager
PFPA ISSC

M: [\(703\) 939.7353](tel:(703)939.7353)

Pentagon Service Help Desk:
O: (703) 697.3506

M.C. Dean, Inc.

"No excuses - Only examples"

On Jul 23, 2018, at 14:10, Thea Spriggs <Althea.Spriggs@MCDEAN.COM> wrote:

Can you tell me what literal timeframe I can expect the movers?

Respectfully,

Thea Spriggs, CEM
Service OPs Manager
PFPA ISSC

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O: (703) 697.3506

M.C. Dean, Inc.

"No excuses - Only examples"

On Jul 23, 2018, at 10:46, Thea Spriggs <Althea.Spriggs@MCDEAN.COM> wrote:

Can you also tell me what time can I expect the movers this morning if they are still on schedule?

Respectfully,

Thea Spriggs, CEM
Service OPs Manager
PFPA ISSC

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"No excuses - Only examples"

On Jul 23, 2018, at 09:10, Mary Adams <mary@completemovinggroup.com> wrote:

If not. what time can I expect the movers this morning?