

Stephen F Burns, Chairman of the Board
Kevin Miller, VP of Operations Bekins
8010 Castleton Road
Indianapolis IN 46250

I am writing in regards to several serious concerns with a recent move that I contracted with Pro Relo of Albuquerque NM, a Bekins contractor. Job number 5536-1949.

In November 2022, I contacted Chris at Pro Relo and discussed my upcoming move from Santa Fe, New Mexico to the East Coast. At the time of the call I was unsure of where I was moving to and Chris reassured me that Pro Relo would, and could store my belongings in a temperature controlled environment until I had a chance to figure out where I was moving to. I put in St. Petersburg Florida as my final destination, as that was the furthest most point I would be moving, and Chris indicated that should I move to Charleston, Savannah or Saint Augustine that my move would be less than the contracted amount, and be based on mileage as well as weight. I also told him the earliest I would know where I was moving to would be January 4, 2023, and that I planned on spending the holidays with my family in Santa Fe. The holidays quickly ensued and I headed to the East Coast shortly there after, on December 27, 2022. You can imagine my shock when on December 30, 2022. I received a call from Bekins saying that my belongings would be delivered to Saint Petersburg, Florida the next day. I had never even given them a final destination address.

Due to what I am sure are holiday schedules as well as the weekend, I was not able to reach anyone at Pro Relo, until January 2, 2023. At that time I was told "too bad, we had a truck going to Florida, and your things were loaded". I was also informed that I would now need to deal with Sun Belt Bekins in Clearwater Florida for my delivery at an additional cost. Attached you will find an email of my correspondence with Chris on November 3, 2022, in which I indicated that delivery would be sometime after January 7, 2023 at the earliest. In fact in Chris's email of January 4, 2023, he confirms that the move was not set to load until January 7, 2023. This would have given me time to contact Pro Relo after the 1st of the year, as was my plan, and advise them, that indeed, I was not ready and unsure of where I was moving to.

Clearly, it was not my intention or desire to have my belongings loaded in Santa Fe, unloaded in Albuquerque, only to be reloaded, and sent to Sun Belt in Clearwater, unloaded in Clearwater, and reloaded for some future move. This early decision on Pro Relo's part cost me an additional \$3668.61. An increase of 50% to the original estimate and not a reduction. As I have heard many horror stories of having belongings hijacked and never received by moving companies, I felt it necessary to go ahead and pay these additional fees.

In February I was able to procure a new home in Savannah Georgia. I let Sun Belt know that it was new construction and that the soonest I could take delivery was March 1 and to absolutely not load anything until I gave them the go ahead. Everyone seemed very informed about what had happened and they assured me that they would not load until speaking to me. So why was I surprised when yet again on February 28, 2023 I received a call that my belongings would be delivered the very next day. At that time I had to negotiate with my builder to have my belongings placed in the garage since we did not have occupancy certification. I was to incur yet another expense to hire local movers to move my items into the house on March 4, 2023.

The movers from Sun Belt arrived, and were in such a rush to unload my belongings into the garage, and not fulfill what I had originally contracted for, where they would put boxes in each room and set up beds etc. The two gentlemen were stacking five and six boxes on a dolly, with boxes that were clearly labeled fragile at the bottom of the pile. Meanwhile, I was racing to try

and keep up with them to check off the inventory list that they were very impatient to deal with. I called out that there were many boxes where I could clearly see significant damage to the exterior. While unloading, I personally saw one of them drop two boxes off the overloaded dolly. I was very concerned about the condition of the items inside these damaged boxes and made notes regarding which boxes looked very beaten up. And gave this to the delivery personnel. The guys said to retain any boxes and packaging where damages had occurred for a claims representative to inspect after a claim was submitted.

Once I began unpacking the boxes, I was heart sick that family, heirlooms and valuable treasures had been shattered. Not chipped, or scratched, but destroyed. I have moved many times in the past, and as a realtor experienced many moves with my clients. To say that this move was a disaster is an understatement. I purchased the insurance that was offered for my move. I was assured by Chris and his staff at Pro Relo, that the boxes I packed, and their contents would be insured. I took great pains in purchasing bubble wrap, heavy duty boxes, wrapping papers, marking boxes as fragile, using blankets and padding, I even used plastic bins inside boxes, to protect the most valuable items from being crushed, and yet they were broken. I filled out a six page claim report, noting all the items and submitted it, assured that I had purchased insurance. Of course, that's not what I experienced. The claim representative I was assigned, Debbie Garrison, summarily dismissed all items that had been packed by me in direct opposition of what I had been told when purchasing insurance. I indicated to her that I had saved the boxes, wrapping, as well as broken items at the direction of the first claims and the delivery guys that I had spoken to. After receiving Debbie's denial, I requested that a claims representative come to the house, and personally see the damage to the items as well as the heavily damaged boxes that I have saved. My request has now gone unanswered for over two months. In fact, it has been over four months since my move and I have yet to receive a response.

Since my move, I have had the pleasure of moving my parents from Santa Fe to Savannah into assisted living. Of course, I did not use Bekins, due to my negative experience. Instead, I packed all the boxes and put them in a Pod and moved them. And as you can, guess, not one item was broken. I have used Pods many times in the past and been happy with them. Unfortunately, my location in Santa Fe prevented me from using them. Instead I used Bekins based on a recommendation from my designer in Santa Fe. Something I regret every day when I look at the graveyard of broken belongings still sitting in my garage.

I sincerely hope that you can point me in the right direction to get some satisfaction before I have to take legal action. You will find attached emails, claim forms, contracts, photos, etc. I truly hope that this is not the norm on a Bekins move, but an aberration of the business practices of Pro Relo and Sunbelt. I look forward to hearing from you or your representative in a timely fashion regarding the additional moving expense as well as my denied claim.

Sincerely,

Marti Brown

Cc: Bekinscustomercare@wvlcorp.com