

## When a move goes wrong.....

People move, whether for a job change or because a landlord plans to remodel the house/apartment. It is always a stressful time. Especially when you are a single, disabled mom with an adult daughter that was given days to move. A time many people decide to pack their belongings, rent a moving van, and move or decide to hire professional moving companies.

These days, hiring a professional moving company is just as risky as renting a home or apartment. Gone are the days of just hiring a big, well-known moving company as there are so many small, unknown companies competing for your business or getting involved with a Broker, who gives one price and brokers (sells the load) to a moving company for the right price. As the following true story shows.

Loay Turner and her daughter, Rebekah found out when the new owners wanted to remodel, cashing in on higher rental prices. They were unable to rent another apartment in Reno and headed East. Mrs. Turner had an opportunity in Wisconsin that would allow them to get on their feet, but it did not work out.

Now, flash forward, they are in Cincinnati, OH ready to have their household belongings, sentimental, heirloom items, family genealogy, family photos of members that are no longer living, her kids, and many, many, irreplaceable items.

Mrs. Turner calculated figures for the drive to Reno, U-Haul rental, fuel for two vehicles going East, food and lodging for four people. She was contacted by Alliance Moving and Storage, Boca Raton, FL. They offered a

To: Loay Turner  
Subject: Transaction Receipt from All Movers Billing for \$1365.00 (USD)

**General Information**  
Description: Relocation Services  
Invoice Number: ALS491105  
Customer ID: 52393130

Billing Information	Shipping Information
Loay Turner 496 Massey Court Cincinnati, OH 45255 loayturner2018@allmovers.com 5137809483	

Total: \$1365.00 (USD)

**Payment Information**  
Date/Time: 12-Apr-2021 14:33:15 EDT  
Transaction ID: 62972160951  
Payment Method: MasterCard xxx09034  
Transaction Type: Purchase  
Auth Code: 2MPCR1

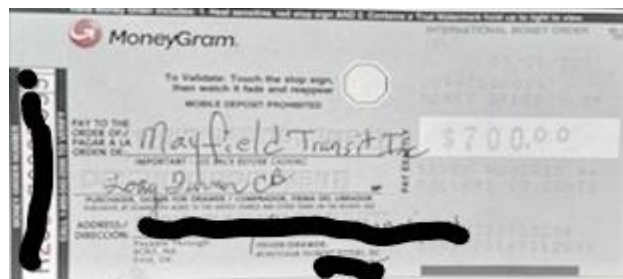
**Merchant Contact Information**  
All Movers Billing  
Deerfield Beach, FL 33441  
US  
sean@movingcs.com  
Your completion of this authorization form helps us to protect you, our valued customer, from credit card fraud. Moving Services, Inc. will keep all information entered on this form strictly confidential. Please note that a 5% convenience fee will be applied to the total charge. Charge may appear on your statement as Moving Services. Please note that any dispute made against the credit card charge will negate any future claims made by the client.

price quote of \$2,700 (about the same cost for her to drive to Reno) for her household goods to be moved from Reno, NV to Cincinnati, OH.

Mrs. Turner decided after several conversations with her sister and friends to utilize professional movers. Loay Turner said, "I thought it would be easier and simpler to hire professional movers." Mrs. Turner also said, "I felt it would be easier, not having to face old memories out there, less traumatic on both of us and I would not have to get help to load the U-Haul."

It was decided to utilize Alliance Moving and Storage, Boca Raton, Florida. The required deposit of \$1300 was paid via her PayPal on April 21, 2021, to Alliance Moving and Storage, as per Biding Moving Estimate; however, the receipt was from All Movers Billing, not the company listed on the estimate.

A money order in the amount of \$700 was purchased as payment for the driver, company unknown at this time, (Mayfield Transit, Inc, as written on money order does not exist in Department of Transportation records) upon pick up, and the last \$700 before unloading her household goods at the destination.



Mrs. Turner, with the help of her friend, Craig Imus-Bird in Reno, sent photos to Alliance Moving and Storage so weight could be figured out.

Photo: Storage unit, 6'X 12'X 8", total cubic feet:576



storage unit.

But, before the Bill of Lading or revised binding estimate with adjusted costs was given, shipper allowed to see new figures, contemplate new costs and sign, movers had already begun loading household goods onto the truck, packing, and re-packing boxes. At this point, the movers accepted the “original” Binding Moving Estimate (a firm price given by a moving company) given by Alliance Moving and Storage.

Craig was only able to sign, not read the Bill of Lading nor the Tariff rates on the back, as he said, “the driver was rude and very upset at how the storage unit looked. He had his crew packing and re-packing before angrily handing me paperwork that I was never given time nor opportunity to read but told to sign.” The shipper was not given any pamphlets nor moving information required by Federal Motor Carrier Safety Act. Later, it was found that the paperwork that Craig signed constituted a new contract/bill of lading.

Tariff, under the regulations, mean, issuance of (whether in whole or in part) charts showing rates, rules, regulations, classifications, or provisions related to a motor carrier’s transportation services. The Surface Transportation Board under the Code of Federal Regulations section 1312.3 (a) requires specific items to be included.

These items must include an accurate description of service offered to the public, specific applicable rates (base for calculating specific applicable rates), and service terms. The tariff must be arranged in a way allowing the determination of exact rates and service terms on the shipment.

Under the Federal Motor Carrier Safety Administration laws, if a moving company adds charges before a consumer is given a chance to examine new figures (a revised binding estimate) and the company proceeds to load the truck before it is signed or agreed upon, the

The day of the movers' arrival came, and on May 30, 2021, the problems started immediately.

The driver had explicit instructions to call Craig Imus-Bird thirty minutes prior to arrival (as he lives thirty minutes from the facility); however, he called one minute prior to arrival at the Public Storage facility in Reno, NV. Due to not following instructions, Craig Imus-Bird rushed across town. The driver shoved the clipboard towards Craig and demanded a signature.

The driver expressed disgust with the storage unit and items not packed, which were few. As seen from the photos, the loose items are towards the front and not much needed packing. The driver claims he had not been sent photos or informed by Alliance Moving and Storage (who received copies of the photos) of what needed to be done with the



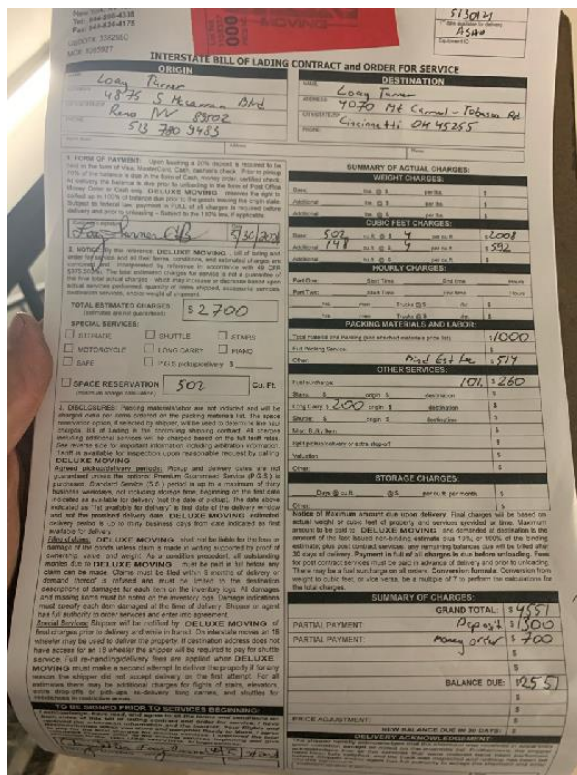
original Binding Moving Estimate is (originally made between shipper and Alliance Moving and Storage) reaffirmed as valid and in effect.

A moving company besides providing a written estimate for prospective clients must under, Code of Federal Regulations, Section 375.213, "MUST also PROVIDE shipper the DOT publication titled, "Ready to Move? -Tips for a Successful Interstate Move". A shipper should also receive a second pamphlet called, "Your Rights and Responsibilities When You Move" which clearly states five items ANY moving company must provide to the shipper before execution of an order for service.

What are those five items? Let's look! Those five items are a concise, easily understood estimate of charges, a notice of the availability of applicable sections of tariffs for estimation of charges, a concise, easily understood summary of the arbitration program, and finally, a concise, easily understood summary of customer complaints and inquiry handling procedures with the phone number of company and who pays for the calls.

Since Mrs. Turner's household goods were picked up, it has been 90 plus days, 60 plus days over the 30-day delivery window allowed under the law. It is illegal for a moving company to not deliver within the 30-day window.

Federal Motor Carrier laws state, "Reasonable Dispatch is the performance of transportation on the dates, during the period, agreed upon by mover and shipper and shown upon the Order for Service/Bill of Lading." The reasonable dispatch date (note on photo of Bill of Lading, NO DATE, only ASAP!) will be shown in the upper right corner of the Bill of Lading as the First Available Delivery Date, which falls within 30-days from the pickup of goods.



As the truck was being loaded, Mr. Imus-Bird stated, "the driver told me the household belongings will be taken to California processed onto another truck heading East." Mrs. Turner called Jake Ford, a representative with Alliance Moving and Storage voicing concern over the driver's demeanor and sudden price increase. Mrs. Turner said, "she was told that Jake Ford was no longer able to handle her account or have access to that information. I was referred to a person by the name of Tony, who was not any more helpful than the other person." She also stated, "Tony said he would investigate the situation and call her back. He never called me back and when he did call, I got the run around concerning price, bill of lading, and a detailed inventory of items."

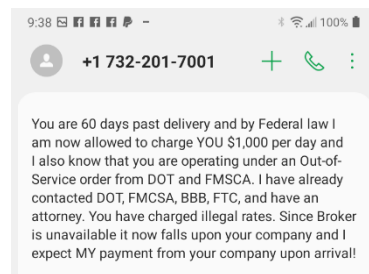
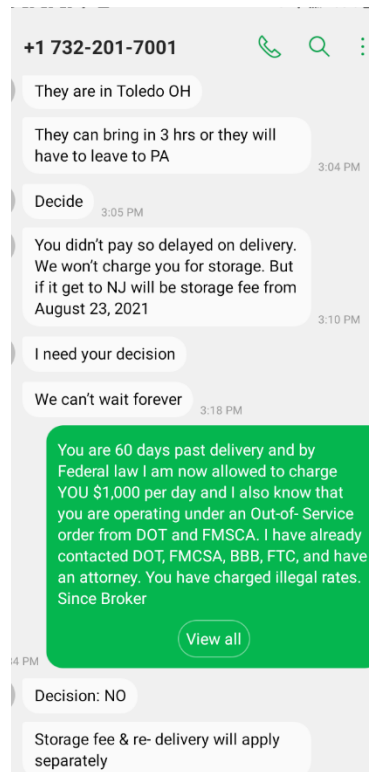
After several phone calls to Alliance Moving and Storage, no information was given or found as to the company picking up Mrs. Turner's household goods, delivery date, or copy of the bill of lading.

Mrs. Turner stated, "I remembered the driver texted me and I contacted that number requesting my bill of lading/tariff," and, "I went so far as to threaten driver with contacting the authorities if, I did not receive a copy

of my bill of lading/tariff. I received a poor-quality photo of the bill of lading/tariff with the portion showing the company cut off."

The customer (shipper) must have a copy of the Bill of Lading/Order of Service in their possession as it shows proof of ownership, as well as terms of service and conditions of the contract. A Bill of Lading/Order of Service or copy must also always travel with the load and must include names and addresses of any other motor carriers “when known”, (a fact, which was not mentioned on the Binding Moving Estimate nor on the Bill of Lading/Order of Service, the load would be transferred to another company, “Mayfield Transit, Inc., and then passed onto Deluxe Movers Group). who will participate in interline transporting of shipment.

Also, included on the Bill of Lading/Order of Service is a “statement of the declared value of the shipment, maximum amount movers’ liability to individual shipper under “Full Value Protection” replacement value of household goods being hauled to shipper. These are the values of lost, damaged, destroyed, or otherwise not delivered goods. “Full Value Protection” fees can only be waived by the shipper and ONLY in WRITING then included with Bill of Lading/Order of Service.



page.

As news articles and interviews of difficulties others are having with the broker in Florida are being done, it gives some hope she is not alone. Mrs. Turner said, “I want to get the word out on my local news in Cincinnati; however, one station's investigative reporter said it does not affect Cincinnati residents.” and, “I told them it affects anyone, who decides to move whether local or cross country.” Mrs. Turner’s wish is that no one

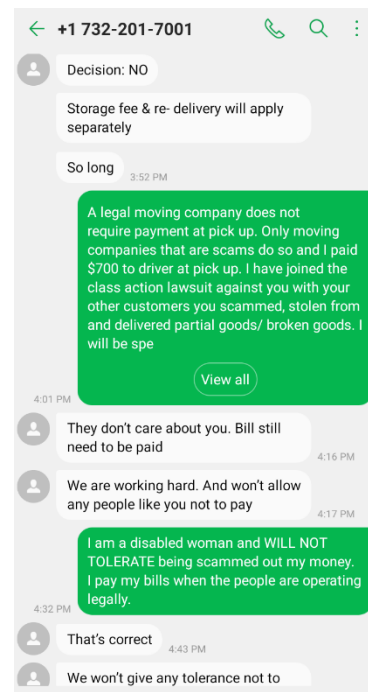
By now, all calls made by Mrs. Turner, her friend, and her son went unanswered, blocked, or number was disconnected. It was at this time Mrs. Turner began checking out Alliance Moving and Storage and Deluxe Moving Group.

The calls that were answered were in text format and not pleasant, as of September 22, 2021, all conversations with the dispatcher or driver have stopped. As seen from the text, it wasn’t a pleasant conversation.

What she found was a person’s worst nightmare, a moving scam. The only photos of family members now deceased, her children’s photos, a model horse collection her father started for her, heirlooms, sentimental items, Afghans made by her mother for her daughter, and a family quilt over 150 years old are only a few of the sentimental items in the load.

Now, 90-plus days later, her household goods have not arrived, and the location is unknown. Mrs. Turner filed complaints with the BBB in New Jersey and Florida, Federal Motor Carrier Safety Administration, Department of Transportation, FTC, New Jersey Attorney General, the State of Ohio Public Utilities Commission and will be filing with the Florida Attorney General, as well. Mrs. Turner, throughout this ordeal, felt it is only happening to her.

It was a comment on her Facebook post concerning a Roseville, CA, couple speaking about their bad experience with a Florida moving broker hired to move their household belongings. The comment was about a lady in Colorado and her experience with Alliance Moving and Storage, starting a class-action lawsuit in Colorado and invitation to join her Facebook group



else goes through this pain of emotional and mental loss of heirloom, sentimental items, and irreplaceable items.

Now, beginning from scratch, she is using money needed to get into a place of her own to furnish and replace a few items. She started a GoFundMe account to help raise funds to fight the legal battle ahead for her items and help her with getting basic needs for an apartment. So far, she has had very little luck with her GoFundMe or her Facebook Fundraiser.

No person should ever go through this type of nightmare when hiring a moving company and there needs to be more legal action/legal assistance for those customers, who are going through this horror, in getting their goods back or compensated for what has happened to their goods.