

**\*\*\*WARNING\*\*\* to retain a copy of this complaint you must print to paper or PDF. Click the Print Button for documented proof of your complaint and for future communication.**

## Complaint Summary

Complaint ID: 100209547 Submitted On: Thursday, September 22, 2022

[Back to Home Page](#) [Print](#) 

## Incident Information

Address Type	Address	City	State	Zip	Country
Origin	1133 W 9th Street Apt 119	Cleveland	OH	44113	US
Destination	18108 S Parkview Drive E16	Houston	TX	77084	US

**Bill of Lading Number (Job #):** **Pickup Date:** 8/28/2022 **Delivery Date:**

### Incident Description

I contracted a paid a mover who I later found out was a broker- Empire Moving Group. At this point both the broker and their contracted moving company Care Free Movers are holding my items hostage, staff is hostile and they refuse to give me a drop off ETA. I work remotely and travel and they -impacted my work scheduled asI couldn't travel while waiting and as my items have still not been dropped off at the time of complaints I have had to resume travel w/ no ETA in sight. The broken consistency misrepresents communication, their customer service team has been racist and rude- refusing to acknowledge at this point I deserve an ETA an a discount. I have had to end several calls with their customer service team yelling and being disrespectful. Only after I stated I would be contacting authorities and filing this complaint did I receive a vague update that did not provide an ETA. Their customer service team keeps trying to explain their business and routing to me but refuses to provide a drop off ETA. I have never had such awful service- this brief complaint does not due the rudeness, hostility or lack of professionalism from the Empire Moving Group staff justice. At this point I have no source of getting updates and my items are being held hostage. It does not take a full month to move items from Ohio to Houston. I would like my items undamaged and a deep discount. I will never use this company again- Las at pick up they attempted to double my fee resulting in me having to rent a storage unit and move half of my items into storage myself as the broker misquoted spec despite being given an inventory. There is no accountability on poor service form the broker not sub contractors. I have initiated every single touch point w/ this company. At delivery 700 is due in cash. But no delivery has occurred or been scheduled. The broker lied stating my items would be assigned to a delivery mid month and that did not occur hence this complaint.

## Selected Allegations

Type	Category	Allegation
Moving Company (Household Goods)	Hostage	Moving company did not deliver my goods or will not provide their location
Moving Company (Household Goods)	Hostage	Number of days the shipment was held beyond delivery (enter Number or 'Unknown'): 30
Moving Company (Household Goods)	Hostage	Amount requested from carrier in order to deliver shipment (enter Amount or 'Unknown'): \$ 700
Moving Company (Household Goods)	Hostage	<b>Value of the shipment</b> (enter Value or 'Unknown'): \$ 15000
Moving Company (Household Goods)	Pickup and Delivery	Moving company did not notify me of a delay in picking up my goods.
Moving Company (Household Goods)	Pickup and Delivery	I was not notified of a delay in the delivery of my goods
Moving Company (Household Goods)	Pickup and Delivery	Scheduled delivery date: 9/7/2022

## Contact Information

Name	Email	Phone	Address	
Akidah Felder	akidahfelder@gmail.com	2167733151	18108 S Parkview Drive E16, E16, Houston, TX, 77084, US	Complainant

### Your company information

Company Type: 3. Broker  
US DOT #: 3304546

Company Name: Empire Moving Group

### Privacy Option

Do you authorize FMCSA to disclose the contents of your complaint to the moving company in a notification letter? Yes

## Company Information

Company Name	U.S. DOT#	MC#	Address	City	State	Zip	Manual Entry
--------------	-----------	-----	---------	------	-------	-----	--------------

Empire Moving Group Llc	3304546	1048622	5550 GLADES RD STE 500	Boca Raton	FL	33431	
-------------------------	---------	---------	------------------------	------------	----	-------	--

### Supporting Documents

Sequence No.	File Name	Description
3	MovingComplaints.pdf	I have more emails

### Certification Statement

\* By checking this box, I certify/understand that the statements and information I am submitting in support of this complaint (allegation) are, to the best of my knowledge, true, accurate and complete.