

Incident Information

Address Type	Address	City	State	Zip	Country
Origin	1185 18th Ave	Redwood City	CA	94063	US
Destination	601 EAst 3rd Street	Neligh	NE	68756	US

Bill of Lading Number (Job #): 3013593 Pickup Date: 7/20/2021 Delivery Date: 9/6/2021

Incident Description

See attached.

Selected Allegations

Type	Category	Allegation
Moving Company (Household Goods)	Shipment Documents	Broker or Moving company did not provide me with a copy of the "Your Rights And Responsibilities When You Move" pamphlet and the "Ready to Move" brochure.
Moving Company (Household Goods)	Shipment Documents	Moving company did not provide a written description of their complaint or inquiry process.
Moving Company (Household Goods)	Shipment Documents	Moving company did not prepare or provide an order for service .
Moving Company (Household Goods)	Shipment Documents	Moving company did not inform me of the availability of a neutral arbitration process.
Moving Company (Household Goods)	Shipment Documents	Moving company did not prepare or provide an itemized inventory of every box and unboxed item included in the shipment.
Moving Company (Household Goods)	Shipment Documents	Moving company did not prepare or provide a bill of lading.
Moving Company (Household Goods)	Estimates/Final Charges	Broker provided estimates that are much lower than actual charges from Moving Company.
Moving Company (Household Goods)	Weighing	Moving company did not provide an opportunity for me to observe the weighing
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: did not get one!
Moving Company (Household Goods)	Pickup and Delivery	Actual delivery date: 9/6/2021
Moving Company (Household Goods)	Loss and Damage	There were significant loss and/or damage to the contents of the shipment.
Moving Company (Household Goods)	Loss and Damage	Estimated amount of loss and damage: \$ 10,000
Moving Broker (Arranges Transportation)	Shipment Documents	Broker or Moving company did not provide me with a copy of the "Your Rights And Responsibilities When You Move" pamphlet and the "Ready to Move" brochure.
Moving Broker (Arranges Transportation)	Shipment Documents	Moving company did not provide a written description of their complaint or inquiry process.
Moving Broker (Arranges Transportation)	Shipment Documents	Moving company did not prepare or provide an order for service .
Moving Broker (Arranges Transportation)	Shipment Documents	Moving company did not inform me of the availability of a neutral arbitration process.
Moving Broker (Arranges Transportation)	Shipment Documents	Moving company did not prepare or provide an itemized inventory of every box and unboxed item included in the shipment.
Moving Broker (Arranges Transportation)	Shipment Documents	Moving company did not prepare or provide a bill of lading.
Moving Broker (Arranges Transportation)	Pickup and Delivery	I was not notified of a delay in the delivery of my goods
Moving Broker (Arranges Transportation)	Pickup and Delivery	Scheduled delivery date: not given
Moving Broker (Arranges Transportation)	Pickup and Delivery	Actual delivery date: 9/6/2021
Moving Broker (Arranges Transportation)	Loss and Damage	There were significant loss and/or damage to the contents of the shipment.
Moving Broker (Arranges Transportation)	Loss and Damage	Estimated amount of loss and damage: \$ 10,000
Deceptive Business Practice	Consumer Complaint	Broker failed to provide a list of carriers (Moving Companies) they use on their website/advertisements.

Contact Information

Name	Email	Phone	Address	
Annie Corbett	anniecorbett@comcast.net	6504749962	601 EAst 3rd Street, Neligh, NE, 68756, US	Complainant

Your company information

Company Type:

Company Name:

US DOT #:

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
Hizir Logistics Inc	3461766	1130200	6111 N LOWELL AVE	Chicago	IL	60646	
National American Van Lines	3506625	1159299	351 S CYPRESS ROAD	Pompano Beach	FL	33020	

Supporting Documents

Sequence No.	File Name	Description
1	Annie Formal Complaint against moving company.docx	Formal Complaint
2	Moving Documents.pdf	Moving Documents

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.