

Marketplace Moving Company Investigation
Company, Government and Police statements

Dogan Celik

Director of Safe Bound Moving, Roadway Moving, O Canada Movers

At this time I am comfortable with providing you with this statement as two of the issues or matter that you have raised concerns with seem to be pending litigation matters that I can not unfortunately comment on. My companies value our customers with the greatest respect and it is our goal to treat every client with the highest amount of respect, courtesy and fairness. We will be doing a full review of all of our operations and procedures to ensure that the companies are following these important company values. I appreciate the opportunity to respond to your inquiries.

Marketplace visited Celik at his office, where he added that, "Everything, it's on confirmation emails."

Cemal Ozturk

Director of Move Me Again Transportation

Cemal Ozturk could not be reached for comment.

Ontario's Ministry of Government and Consumer Services

Our government takes matters of consumer protection very seriously and is continuing to take necessary action to protect consumers, including the most vulnerable Ontarians, from scams and bad actors. We are continuing our work to inform and educate Ontarians about malicious behaviour and companies while exploring ways to further strengthen consumer protections.

As part of the government's commitment to strengthening consumer protection, we are conducting the first comprehensive review of the Consumer Protection Act in over 15 years. During 2020 and 2021, we consulted with the people and businesses of Ontario on how the Act can be updated to reflect changing technology, marketplace innovations, and evolving consumer purchasing habits, all with the goal of better protecting consumers.

It is an unfair practice and offence under the Consumer Protection Act (CPA) for a mover to hold your items or furnishings to pressure you into renegotiating the terms of your contract.

The ministry takes action against businesses that are not complying with consumer protection legislation, as appropriate, depending on the facts of each case.

Actions taken may include:

- mediation of disputes between consumers and businesses
- educating the business and consumer as to their respective rights and responsibilities
- compliance orders
- investigation and prosecution
- adding the business to the Consumer Beware List where the legislative criteria have been met

The ministry does not release information related to investigations to the public. If an investigation is carried out and charges have been laid under the Consumer Protection Act, that information is posted to the Ontario Consumer Beware List, which can be searched at <https://www.consumerbewarelist.mgs.gov.on.ca/en/cbl/search>.

The ministry does not release information related to mediations to the public. If a mediation is carried out between a consumer and a business, the results of that mediation are confidential.

Canadian Association of Chiefs of Police

Thank you for communicating with the Canadian Association of Chiefs of Police. Here is the information I was able to obtain by today's deadline.

Should customers contact the police to intervene when dealing with a dispute with a moving company?

If a person believes they have been scammed, they can contact the police to seek direction on whether or not their circumstances are civil or criminal in nature. Police will become involved if there's evidence of fraud.

If yes, what can the police do to address these disputes?

If on the face of the complaint, a contract was signed and there is no apparent deceit or deception, it would likely be considered poor business practice. The police can provide direction and refer the complainant to potential remedies available through civil processes such as seeking legal advice, small claims court, or submitting a complaint to an appropriate authority under the Consumer Protection Act (i.e. the Ministry of Government and Consumer Services in Ontario).

If there is evidence of criminality (i.e. pattern of deceit to detect fraud), the police can commence an investigation and proceed under the Criminal Code.

What's your response to the criticism that police aren't doing enough to deal with specific incidents or address the larger issue of "moving scams"? Is there a need for more legislation or regulation within this sector?

Legislation and regulation can vary across the country. In Quebec, a civil code governs these situations. In Ontario, the moving industry is unregulated and falls under the Consumer Protection Act; complaints are investigated by the Ministry of Government and Consumer Services.

Police services are challenged to stay on top of fraud trends. Provincial alerts between fraud units, the Canadian Anti-Fraud Centre, crime analysts, and inter-police agency communications can detect these crime trends. The police will act if there is evidence of criminality (i.e. a pattern of deceit detecting fraud).

Ontario Association of Chiefs of Police

The issue you are investigating is obviously a very stressful one for individuals who have had these encounters with moving companies. However, I respectfully suggest that this is not a policing matter, but rather a consumer protection one. The essence of individual complaint surrounds, and I will paraphrase, "a focus on how movers quote and bill their customers". That being said, these customers are freely entering into a contract with said moving companies and then having issues with their transactions.

As a result, this becomes a civil matter and best addressed through small claims court or they can file a complaint with Consumer Protection Ontario if they believe their consumer rights have been violated.

Here is the link: <https://www.ontario.ca/page/consumer-protection-ontario>,

The issue you raise is certainly one that governments should consistently strive to educate the public on. Individuals should be aware of their consumer rights before, during or after they make a purchase.

We certainly welcome and thank you for your work in bringing this issue to light. I hope it helps protect consumers when it comes to doing business with moving companies.

Ontario Provincial Police

The Ministry of Government and Consumer Services Ontario regulates and enforces the Consumer Protection Act, and has a website with great educational information and videos for the public on hiring a mover - [Hiring a mover | ontario.ca](#).

According to the Ministry's website, in 2015 they received 259 complaints. Any questions about legislation , and the potential for changes, would have to be directed to the Ministry.

I am not certain additional legislation is required here.

The Canadian Association of Movers -[Home | Canadian Association of Movers](#) is a great source for information, but we can't comment on their suggestions related to the specific case you are talking about.

These matters can be complicated to address at the scene, while it's happening, and will require further investigation, especially from a frontline officer's perspective.

From the perspective of the Canadian Anti-Fraud Centre (CAFC), this type of incident is included in a category of "Service Frauds" and specific statistics are not available for mover-related fraud. In 2021, the CAFC received 5,106 reports of Service Frauds affecting 3,223 victims with reported losses of \$11.6 million, but again, there are many types of Service Frauds" categories (i.e. Door-to Door and duct cleaning).

Toronto Police

Consumer rights involving moving company services are governed under the Consumer Protection Act of Ontario. A consumer's rights when hiring a moving company can be viewed [here](#). The Ministry of Government and Consumer Services investigates complaints. If they have evidence to suggest a crime has also been committed, police will also investigate.

Members of the public are urged to research their rights detailed by Consumer Protection Ontario prior to hiring a company offering moving services.

If a moving company is still on scene and refuses to return someone's property, or someone believes they are in danger or a crime has occurred, they should contact police.

The Service does issue public safety alerts to the media and public to make them aware of any potential moving scams operating in the area and remind them of their rights and how to report concerns.