

Marketplace Moving Company Investigation

Tips for screening moving companies

Many of the people *Marketplace* spoke with said that they thought they'd done their research into the company they hired. It can be tricky to find the facts. Here are a few tips from the Canadian Association of Movers, lawyers and investigative journalists who've covered this topic:

- See if the company is a [member of the Canadian Association of Movers](#) (CAM).
- Check the Canadian Association of Movers [consumer alerts page](#).
- Call the [consumer protection office in your province](#) and ask if they've received any complaints about the company.
- Search your province's consumer beware list, [like this one for Ontario](#).
- Look up the company on the [Better Business Bureau](#), check out their rating, read complaints and company responses, too.
- Many local news outlets cover questionable moving practices. Search the company name in Google's "news" tab. Are there reputable news articles about the company, [like this one](#)?
- Companies should do a walk-through—in person or virtually—of your home before giving you a quote. If the company asks for a deposit to book the move before this, according to CAM, that's a big red flag.
- According to CAM, not all moving companies ask for a down payment—if they do, legitimate companies ask for less than 10%.

More tips for your move:

- If your move was quoted based on weight, ask for a copy of the "tare" weight scale certificate on the day of the move, **before the movers begin loading their truck**.
- Ask your mover about insuring your shipment. Make sure that you are receiving more than the bare minimum liability coverage which is only \$0.60/lb. Usually a mover will charge you for this coverage.
- Ask your home insurance provider about insurance coverage for your household goods in transit. Some home insurance policies cover this.
- CAM has other helpful FAQs [on their website](#).

Helpful things to remember:

- Every province has slightly different consumer protection laws. In Ontario, companies are not supposed to charge more than a 10% difference from their original quote. Companies also can't renegotiate the price of your move once they have your belongings in their possession. According to Ontario's Consumer Protection Office, if you do pay an extra fee that you feel is unfair, on the invoice write "paid under protest" and call the police or your province's consumer protection office. [Here's more info](#).

