



MOVING QUESTIONNAIRE / COMPLAINT

EMAIL: HHM.ENF@DCA.CA.GOV

\*Please Print Your Responses Legibly

YOUR INFORMATION:

Your Name: \_\_\_\_\_

Mailing address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_ E-Mail address: \_\_\_\_\_

Address you moved from:
\_\_\_\_\_

Address you are moving to:
\_\_\_\_\_

Date you first contacted the moving company: \_\_\_\_\_

Date you booked your move: \_\_\_\_\_ Date of your move: \_\_\_\_\_

BROKER INFORMATION:

Check here if broker services were not utilized: [ ]

Name: \_\_\_\_\_

Cal PUC T# \_\_\_\_\_ DOT # \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Contact Person: \_\_\_\_\_

How did you locate the broker?: Yellow Pages ( ) Internet ( ) Newspaper ( ) Other ( )
Additional information (e.g. name of directory, year & page number; URL; name of newspaper & date of ad)

MOVING COMPANY INFORMATION:

Name: \_\_\_\_\_

Cal PUC T# \_\_\_\_\_ DOT # \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Contact Person: \_\_\_\_\_

How did you locate the moving company?: Yellow Pages ( ) Internet ( ) Newspaper ( ) Other ( )
Additional information (e.g. name of directory, year & page number; URL; name of newspaper & date of ad)

1. On your first contact with the mover, what was the rate quoted?  
 Were you given a price for cash vs. credit card? Yes ( ) No ( )  
 Were you charged more for paying with a credit card vs. paying with cash? Yes ( ) No ( )  
 Please explain \_\_\_\_\_
  
2. Did a moving company representative offer to come to your residence to give you a written estimate based on the visual inspection of your belongings prior to your move? Yes ( ) No ( )  
 If yes, what was the amount of the written estimate? \_\_\_\_\_
  
3. Were you provided with the following at least three days prior to the move?  
**Important Notice about Your Move** document Yes ( ) No ( ) Date received: \_\_\_\_\_  
**Important Info. for Persons Moving Household Goods:** Yes ( ) No ( ) Date received: \_\_\_\_\_  
**Agreement/Freight Bill** (contract), stating the rate charged for the move and a **“Not to Exceed”** price? Yes ( ) No ( ) Date received: \_\_\_\_\_
  
4. Were you provided with a completed copy of the **Agreement/Freight Bill** (contract) at the end of your move? Yes ( ) No ( ) Date receive it: \_\_\_\_\_
  
5. Did the movers show up at the scheduled time? Yes ( ) No ( )  
 Scheduled arrival time \_\_\_\_\_ Actual arrival time \_\_\_\_\_  
 If delayed, did the mover notify you of their delay? Yes ( ) No ( )  
 If yes, what was their explanation? \_\_\_\_\_
  
6. Did a moving company representative explain *prior to commencing the move* that you have a choice of valuation options? Yes ( ) No ( ) If yes, when \_\_\_\_\_  
  
 Which option did you choose? Basic ( ) Actual Cash Value ( ) Full Cash (Replacement) Value ( )
  
7. If an estimate was given **PRIOR** to moving day, did a moving company representative perform a walkthrough to review the items to be moved? Yes ( ) No ( )  
 Were you given a **“Not to Exceed Price”** agreeable to you **BEFORE** packing or loading your items? Yes ( ) No ( )
  
8. How many movers showed up to perform your move? \_\_\_\_\_
  
9. Did the movers bring sufficient furniture pads, dollies, tools and a clean truck in good running condition? Yes ( ) No ( ) If no, please explain \_\_\_\_\_
  
- 10: Did the movers act in a knowledgeable and professional manner during the move? Yes ( ) No ( )  
 If no, please explain \_\_\_\_\_
  
- 11: Did you ask for any additional service to be provided either prior to or after the move commenced? Yes ( ) No ( )  
 If yes, what services did you ask for? \_\_\_\_\_  
  
 Prior to performing additional services, did a moving company representative ask you to sign a document called a **Change Order for Services**, with a new **“Not to Exceed”** price? Yes ( ) No ( )  
 When was it given to you? \_\_\_\_\_
  
12. How much did you pay for the move? \_\_\_\_\_

What is the overcharge amount you are claiming? \_\_\_\_\_

13. Did you request your household goods placed into storage as part of your move? Yes ( ) No ( )  
If yes, for how long? \_\_\_\_\_

14. Was there loss or damage to your household goods during your move? Yes ( ) No ( )  
If yes, when did you notify the moving company, *in writing*, of the damages? \_\_\_\_\_

What is the total amount of loss and damages you are claiming? \_\_\_\_\_

Did the moving company acknowledge your written claim? Yes ( ) No ( )

When was your claim resolved? \_\_\_\_\_

15. If you were dissatisfied with the move, did you pursue further action? Yes ( ) No ( )  
With whom? Arbitration ( ) Small Claims ( ) Other Courts ( )  
What was the disposition?

Comments (attach additional sheets if necessary):

**Please attach photocopies of all your moving documents (i.e. Agreement for Moving Services, Shipping Order/Freight Bill, Important Notice About Your Move, Estimates, Change Order for Services, letters and emails, completed claim forms, Inventory sheets, photographs of damages, etc.)**

\_\_\_\_\_  
Shipper / Customer Signature

\_\_\_\_\_  
Date