

CAM News & Updates - December 23, 2016



*The board of directors and staff of  
the Canadian Association of Movers wish you,  
your staff and your families all the best  
for a happy holiday season and for success in 2017.*

### **CAM's holiday hours**

The Canadian Association of Movers' office will be closed during the holidays, from noon on Friday, December 23 and until 9 AM on Tuesday, January 3, 2017 (Eastern time). During that time we will have limited access to voicemail and email.

**INSIDE:** Holiday hours ~ Brand hijacking ~ Mover fined in BC ~ Ontario Ministry report ~ Press release ~ CBSA news ~ UK update ~ New members ~ Condolences ~ Job opportunities ~ Sleep apnea ~ *Did you know?*

Visit Our Website!

## BRAND HIJACKINGS BY ROGUE MOVERS

There's a new scam in the marketplace and it's presenting a terrible threat to consumers and reputable moving businesses - it's brand hijacking. Criminal enterprises are creating ads that include reputable brands but with their own contact information. They are also hacking into Google accounts and redirecting prospective customers to their own organizations. Consumers are being led to believe they are getting quotes and booking their movers with credible brands when in fact they are all rogue movers who have no equipment or trucks. The problem is expanding across national Van Lines and other moving companies. **Members are urged to Google their own companies and check any links to ensure that there's not been a trademark violation.** If you find a violation, advise Google's Trademarks team and your anti-fraud centre immediately. CAM has advised various Canadian consumer protection agencies about this fraud and there is some action being taken by these authorities. We'll keep you advised of developments.

## Mover fined in BC

**Consumer Protection BC** just issued a [press release](#) about a \$7,500 fine they levied against Canadian mover Canadian Van Lines aka Coronation Van Lines for deceptive business practices. According to Tatiana Chabeaux-Smith, spokesperson for Consumer Protection BC, "not only was this company knowingly - and repeatedly - making false pickup and delivery promises to customers, but it also refused to issue required refunds, used non-compliant contracts, misrepresented its business location and failed to provide our inspector with required information." Media in BC and Alberta have covered the story. Read more on CAM's [website](#).

## Ontario releases report on HHG moving industry

In 2014 the **Ontario Ministry of Government and Consumer Services** commissioned a review of the household goods moving industry in Ontario as part of its effort "to ensure stronger consumer protection in the marketplace regarding the household moving industry". The Ministry's *Final Report: Ontario's Household Moving Industry, May 2015* which was prepared by Prism Economics and Analysis represents the findings of a literature review, surveys, Statistics Canada data and information collected from other industry stakeholders including CAM. Their findings comment on the size of the industry and vulnerability of consumers at the hands of illegitimate movers. The full [report](#) is now available for your review.

## CAM press release

CAM has issued a [press release](#) as well about our awards that were presented at our annual awards dinner on November 21, 2016. This was our largest dinner ever with 150 guests. Congratulations to all of our award winners.

## Mackie Moving Systems joins Atlas Canada

**Mackie Moving Systems** will become an agent of **Atlas Canada** on March 1, 2017. The company was founded in 1928 and has offices in Alberta, Ontario, Nova Scotia and New Brunswick. Here's a [press release](#) issued by Atlas Canada on December 15, 2016.



## CBSA news for sufferance warehouse operators

The **Canada Border Services Agency** has issued a communiqué concerning e-Manifest Notices and the Deconsolidation Notice. All freight forwarders are now required to transmit house bill data to CBSA electronically. This mandatory requirement took effect on November 7, 2016. Non-monetary penalties may be applied starting January 11, 2017 and monetary penalties may be applied starting July 12, 2017. If you are engaged in freight-forwarding, you must be compliant with these new regulations by the specified time period. We recommend contacting your EDI service-provider for compliance solutions. [Read more.](#)

## Customs clearance into the UK update

Last month, we informed you about the new process for clearing household goods and personal effects into the UK that will take effect from January 1st, 2017. The **British Association of Removers** just provided CAM with an update that says the old paper method will be accepted during a period of transition until March 31, 2017. You can read their [letter](#).

## Welcome new members

CAM welcomes these new members to the Association.

*INTERNATIONAL*

**Country Wide Moving** - Saskatoon, SK

**Moving Star Moving & Storage** - Freemont, CA, USA

[View member directory](#)

## Passing of Verna May Williams

**Verna May Williams** passed away, in the hospital, on Friday November 25th, 2016 surrounded by her children and grandchildren. Verna was the wife of Sonny Williams and mother of Vance, Dawna, Jim and Tom Williams, of Williams Moving & Storage Ltd., in Coquitlam, BC, a founding member of United Van Lines (Canada) Ltd. A Celebration of Life took place at the Vancouver Golf Club in Coquitlam on December 6th. Our deepest sympathies go to the Williams Family.

## Job opportunities

New job opportunities in the Toronto area have been posted on CAM's [website](#).

## Know Your Risk for Obstructive Sleep Apnea

Your eyes get heavy. You struggle to focus. You yawn. If it's the middle of your shift, you may reach for that second (or third) cup of coffee. Before you do, also consider your overall health and the quality of your sleep. Here's some safety information from **Penske Truck Leasing**. [Know Your Risk for Obstructive Sleep Apnea.](#)

## Did You Know?

CAM's membership is a pretty inclusive group of companies servicing the household goods industry in Canada and abroad. The foundation of CAM's membership is, of course, Canadian movers who comprise 74% of all members. Of these, one in five are independent movers and the rest are agents affiliated with Canada's national van lines. A further 11% are international movers and about 9% are suppliers to the industry. The rest of CAM's members are affiliate

companies, van lines head offices and various industry associations. CAM's membership is increasing steadily - contact us to find out [what CAM can do for you](#).

## Send us your news

If you have news or an announcement that Canada's moving industry should know about, please let us know and we will include it in an upcoming issue of this newsletter. CAM reserves the right to include and/or edit news and announcements.

## Send news

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