

CAM News & Updates - January 5, 2018



Happy New Year from CAM!
CAM's Board of Directors and staff wish you a prosperous 2018!

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Visit Our Website!

President's Message

Happy New Year to you all!

I'm not sure which is fuller - my belly from delicious cookies this past holiday season, or my inbox! I sincerely hope you had a good Christmas break. As 2018 begins, I am excited about CAM's new beginning. We are into our final year of our business plan and judging by the energy and brainstorming going on at the committee level - we have lots of ideas for our future.

I ask that you help us out. If you are on Facebook, could you please take a moment to like and follow our page? We are trying to get social media up and running full steam by April and need people to boost our numbers. Here's our link to [Facebook](#). We're also on [LinkedIn](#), so if you participate in that forum, we'd love it if you'd like us. Every click helps us in the all-important Google searches.



Nancy Irvine
CAM President

Until next issue ...

Filgiano retires



Tom Filgiano has recently retired from the **Meldrum Group of Companies** in Montreal, QC. Tom remains a shareholder and valued source of knowledge and guidance to the Group. This being said, he has recently transitioned to the role of Chairman of the Board where he will be kept abreast of the performance of the company as a whole but will no longer play an active role in the day-to-day operations and management. Tom's brother **Paul Filgiano** now serves as President and CEO. Tom's newly-liberated schedule will make way for more serious cruising with his wife, Monique, aboard their new yacht, "Miss Moni". They are about to cast off from Annapolis, MD to sail to the Bahamas for the winter as stage one of many further planned adventures. With the expected arrival of their first grandchild in April, we understand there will be some time spent in Toronto to happily work on their additional new titles of "Pop and Nanny" as well. Tom served as a CAM Director and as Chairman during his 15 years with the Association, and was also involved on various CAM committees, most recently serving as chairman of the 2017 conference committee. We wish Tom a wonderful retirement and thank him greatly for his many years of valuable service to CAM and our industry.

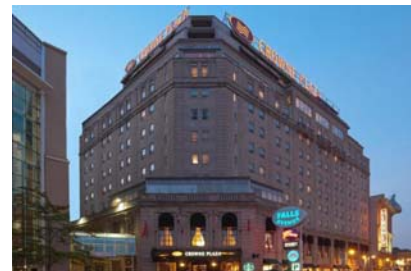
MARK YOUR CALENDARS!



Friday, September 14, 2018
Annual Golf Tournament
Lionhead Golf Club, Brampton ON

Sunday-Tuesday, November 18-20, 2018
Annual Conference & Trade Show
Crowne Plaza, Niagara Falls ON

Watch for registration details.



Crowne Plaza Fallsview

2017 Conference presentations

We've posted the [presentations](#) made at our conference in Montreal on our website. The content of these presentations was excellent and have real value - we urge you to check them out.

CBC investigates rogue movers

On December 14, 2017, **CBC News/Newfoundland-Labrador** published a story to warn consumers to protect themselves against rogue companies passing themselves off as movers. **Past CAM President Pat Greaney** was interviewed for the media investigation.

[Read more](#)

Pennsylvania fights rogue movers

Here's some breaking news out of Pennsylvania where the a new state law now requires

movers to register with Public Utility Commission or risk fines, registration suspension and having their vehicles seized. The intent is to enforce regulations that are being ignored in the underground moving market.

[Read more](#)

Did You Know?

What a fantastic year CAM 2017 was! We were busier than ever - and we have the stats to prove it. We receive a lot of calls and emails from consumers looking for reliable movers.

- In 2017, when consumers called looking for a mover, we made 1,337 referrals to you, our CAM members. This is almost 40% more than our caller referrals in 2016!
- Consumers also look for reputable movers using the online search function on our website. Consumers made 538 online contacts to you, our CAM members, in 2017.
- Consumers also made 2,297 visits to our website in December alone. During all of 2017 we had a total of 37,436 web site visits - 12% more than in 2016!
- Consumers also asked us about 493 movers for their upcoming moves - 20% more than in 2016. 44% of them were CAM members who, of course, we recommended.
- 208 complaints about movers were filed with us in 2017. As in 2016, eight out every 10 involved non-members. Complaints about CAM members are subject to our complaints-handling policy which is designed to resolve such issues. CAM members are urged to deal with these issues quickly and efficiently.
- And of course CAM's membership is holding strong. We currently have 388 active CAM members and several applications in process. *Members are urged to pay their fees to keep their memberships up-to-date.*



How can you afford to not join CAM? [Contact us](#) to find out all that CAM can do for you.

Don't forget to Like Us!

As CAM begins and grows its social media, it's so important for us to gain likes and followers to help get "noticed".

So check us out:

[Facebook](#)

[LinkedIn](#)

[Instagram](#)

[Twitter](#)



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