



Canadian Association of Movers

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Headline: Canadian Association of Movers Helps Family Victimized by Rogue

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In an unusual situation where a family recently moved from Calgary to Kingston, their shipment disappeared and death threats were uttered by the rogue company's driver, the Canadian Association of Movers stepped in to help get this family reunited with their belongings.

The rogue was hired on March 20th to move Lisa Egginton and her husband Gregory Morash's household. He picked their items up with a F350 truck and 37-foot enclosed cargo trailer. En route to Kingston, the driver's tires blew on his trailer, due to the overweight cargo. Around Sault Ste Marie, he dumped off part of the load in a storage unit and continued en route to Kingston where, after another breakdown, he demanded the family pay for his additional expenses. When they refused, the man threatened to find them and kill them. The family then called Kingston Police and the driver was subsequently charged with two counts of uttering threats to cause death.

The family contacted the Canadian Association of Movers (CAM) on April 3rd to get some advice. "This so-called mover was not a member of CAM and therefore could not be disciplined within the provisions of our Code of Ethics," says Nancy Irvine, President of the Canadian Association of Movers. "His behaviour towards his customers and his unprofessionalism are appalling," continues Irvine. "At that time, we could only sympathize with the family and await any news on their missing shipment."

While consumers are regularly at risk of having their items disappear or held hostage for more money when they use a rogue to move their belongings, they are often left without any recourse but to pay the exorbitant ransom to the rogue to get their items back. After almost ten days of nondisclosure, this family was lucky to locate their belongings.

With the help of the police, on Friday, April 6th, the family found part of the shipment in Sault Ste Marie and the remaining in a storage unit in Port Hope, Ontario. CAM reached out to Penfold Cartage, a northAmerican Van Line Agent in Sault Ste Marie and to AMJ Campbell, an agent of Atlas Van Lines in Kingston, to help recover the shipments and return them to the Egginton/Morash family.

AMJ Campbell will be in Port Hope on Tuesday, April 10th to collect the larger portion of the shipment. The Sault Ste Marie shipment will be collected later this week. "CAM is so thankful to Penfold Cartage and AMJ Campbell - Kingston for stepping up to the plate and assisting the family to be reunited with their household possessions," Irvine continues. "As CAM Members, we all care deeply that consumers have a positive moving event. This family is going to experience a professional move for the first time."

Rogue individuals operating as reputable moving companies are on the rise and consumers need to take steps to protect themselves. CAM urges consumers to follow these simple rules to better protect themselves and others from this criminal element:

- Do your due diligence before hiring a mover, as you would before purchasing any other major service. Get at least three quotes in writing. Remember that the cheapest price might turn into the costliest move.
- Check out the mover's reputation with credible agencies, such as the province's consumer protection agency, the local BBB and CAM.
- When searching for a mover over the Internet, check out their reputation on line. But remember to use the information found with considerable caution as there are often lots of "fake" reviews.
- Verify the mover's claims, credentials and memberships. Rogues won't be able to substantiate a good reputation.
- Ask the mover to put their quote and promises in writing beforehand. Rogues won't want a paper trail.
- Look for reputable logos – of CAM and the BBB – on movers' websites and sales materials. Verify them by calling CAM and the BBB. Fraudulent use of logos reflects a mover's unreliability.
- If you've been robbed, extorted or threatened – contact your local police service.
- If you've not received the services as contracted and paid for, contact the provincial consumer protection agencies involved, the BBB and CAM.
- ACT IN YOUR OWN BEST INTEREST – before and after the move. Help to bring the rogues into the light where their shady business practices can be addressed.

"Hiring a rogue doesn't often result in a positive moving experience," Irvine cautions. "We hear from far too many people that price was the deciding factor, especially when the operator talked a good game, only to have the whole move end disastrously. Remember, if it's too good to be true, it usually is," concludes Irvine "CAM is very happy that our members are able to assist Lisa and Gregory in being reunited with their personal belongings," concludes Irvine. "We're quite certain that they'll check with us before their next move."

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About the Canadian Association of Movers (CAM) – visit www.mover.net .

CAM represents reputable, professional moving & storage companies around the world. Their focus is helping consumers find trusted, professional movers. To belong to CAM, a moving company must meet a set of established criteria addressing quality, facility, reputation, financial, BBB ratings and must agree to be bound by a code of ethics.

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