

The Good Practice Guidelines for
Canadian Movers, Consumer
Checklist and CAM Certification
Program: Reducing the Space for
Bad Actors

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Organization of Presentation

- Project Background
- Process of development
- Good Practice Guidelines for Canadian Movers
- Consumer Checklist
- CAM Certification Program
- Next Steps

Project Background

- Evidence of problem
- “Hostages of Each Other”
- OCA Guide on Code Development
- Need for national solution
- Reducing the space for bad actors
 - Canadian Chemical Producers Association
 - CSA Privacy Code
 - E-Commerce Code
- One Piece of Puzzle: Good Practice Guidelines, Checklist and CAM Certification Program

Multi-stakeholder process of development

- Canadian Association of Movers
- Boyd Moving and Storage
- Canadian Council of BBBs
- BBB Vancouver
- The Moving Store
- Quebec Consumer Protection Office
- Alberta Consumer Services
- Ontario Consumer and Business Services
- Consumers Council of Canada
- Office of Consumer Affairs, Industry Canada
- Competition Bureau
- L'Union des consommateurs
- Academic, York University

Good Practice Guidelines

- Provide customer with pamphlet outlining customer and mover rights and responsibilities
- Provide written estimate
- Abide by 110% rule (mover can charge no more than 110% of written estimate if no changes to move as specified at time of estimate)
- Prepare inventory of goods for long distance moves
- When charges are based on weight, determine weight and furnish to customer. Perform re-weight if necessary
- Make reasonable efforts to perform pickup and delivery as promised, and keep customer advised of status of claim/delay
- acknowledge (within 30 days) and address damage or delay claims in expeditious manner (limits established)
- Ensure customer receives bill of lading or invoice on delivery
- Promptly and fairly resolve disputes
- Fair and accurate communications
- Best efforts to ensure that agents also comply with guidelines
- Maintain clean facilities

Consumer Checklist

- Select mover with care: check with BBB, CAM, certified mover, get at least three estimates
- Is company insured?
- Does company sub-contract or does it do move itself?
- If overnight transportation, is secure?
- Worker compensation certificate?
- Written estimate, make sure that everything that needs to be moved is included in estimate
- Give precise information to mover about location of old and new residence, notify obstacles.
- Make an inventory of everything to be moved
- Be sure estimates and assurances are in writing , including delivery date. Beware of much lower estimates, of those willing to forego GST
- Get details on who doing packing, how, seasonal rates, replacement protection, check your insurance coverage
- Be ready for move, do walk-through inspection at both ends, take documents with you

CAM Certification Program

- Congratulations, and kudos to CAM for its leadership!
- Based on Guidelines, checklist, AMSA program
- Gives consumers a signal of reliability at time of mover search, and in the marketplace
- Gives movers an agreed-upon road-map of good behaviour, and an incentive to follow it
- Decreases the likelihood of complaints arising
- Where complaints arise, provides mechanism for maintaining customer satisfaction
- Decreases need for government intervention against good movers
- Decreases the space for bad actors
- Will require regular monitoring, reporting, review for improvement

Next Steps

- Guidelines and checklist to be finalized December, 2003
- Publication on websites early in new year
- Will need to be reviewed regularly to ensure that provisions are working as intended, and address any new issues
- Continued regular liaison between Office of Consumer Affairs and CAM
- Continued review and revision of laws pertaining to movers
- Continued enforcement of laws pertaining to movers
- Reduce the space for bad actors, drive them out of North America!

Thank you!

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