

INSIDE: CONFERENCE UPDATE ~ GOVERNMENT SURVEY

ONTARIO MINISTER TO BE KEYNOTE SPEAKER AT CAM'S ANNUAL CONFERENCE

We are very pleased to announce that the **Minister of the Ontario Ministry of Government & Consumer Services, the Honourable David Orazietto**, will be a keynote speaker at our annual conference being held from Sunday, November 1 to Tuesday, November 3, 2015 at the Ottawa Marriott Hotel in Ottawa, Ontario. The Minister will be addressing the issue of rogue movers that plague our household goods moving industry by attracting customers with their cut-rate prices and then deliver shoddy services. Watch for more announcements!

ONTARIO GOVERNMENT SURVEY

CAM has just sent a Household Goods Moving Survey to all of our Canadian mover-members on behalf of the Ontario Ministry of Government & Consumer Services. This survey is designed to collect some fundamental information about moving practices in Canada. The Ontario Government will use the results to develop ways to improve consumer education and consumer protection. Importantly, their strategies may become a blueprint for other provinces. If you received the invitation to participate, CAM's Board of Directors urges you to complete the survey and help to take a proactive step towards ridding Canada of the rogue element in our industry.

IAM NAMES NEW SENIOR VICE PRESIDENT

On February 2nd, Charles L. "Chuck" White became Senior Vice President for the International Association of Movers. Chuck joined IAM ten years ago and served as Director, Government & Military Relations.



Charles L. "Chuck" White, IAM Senior Vice President

IAM President Terry R. Head said that "Chuck's aptitude and his contributions to the Association's mission, its membership and the moving industry as a whole have been invaluable," and "his expanding role will continue to enhance IAM's strategic direction and growth, and ensure the leadership stability the organization has benefited from since its humble beginnings some five decades ago."

NEW OFFICE MANAGER AT HIGHLAND MOVING IN CALGARY

Highland Moving & Storage Ltd in Calgary, Canada has just welcomed Ashleigh Ford as their new Office Manager.

Ashleigh has seven years industry experience with a core focus in Customer Service and Operations. Reporting to Nate Edwards, Vice President for Highland Moving, she will be working with and mentoring the team to grow domestic and international service delivery models. Ashleigh graduated with her Bachelor of Sociology & Criminology Honors Degree from the University of Ontario.



Ashleigh Ford, Office Manager, Highland Moving, Calgary

NEW MEMBERS

We have a few new members to welcome to CAM.

Movers

- Georges O. Dubois Inc, Sherbrooke, QC
- King's Transfer Van Lines (Burlington), Burlington, ON

Suppliers

- The GPS Consulting Group & Insurance Agencies Inc., Oakville, ON
- Odyssey Shipping Ltd., Lachine, QC
- Platinum Freight Management Pty Ltd. Sydney, NSW, Australia

Welcome to the Association!

IAM'S ALLEGED DEBTOR LIST

In 2007, IAM has introduced its Receivable Protection Program. Effective January 1, 2015, IAM has begun distributing an Alleged Debtor List to all Core and Governing IAM members. This list is a collection of all IAM Members who are allegedly not paying their invoices to other members. Delinquent companies face the possibility of expulsion from IAM. [Read more.](#)

LATEST SCAMS

Scams are very prevalent in our marketplace and they are becoming tougher to detect. The most persistent one is designed to dupe movers into sending funds to the shipper to help them pay their costs. This scam can result in a mover being out-of-pocket for a large sum of money. Members are cautioned about performing credit card transactions to 'help' customers.

The latest one we've heard about involves someone calling who already knows the weight and who says "I want to get a quote on 2,000 lbs. to so-and-so city". This has become a way for internet movers to get their shipments serviced. In these cases, we recommend that you check the phone number on the Internet before quoting or accepting the shipment.

CAM'S WEBSITE IS IN TRANSITION

CAM's website, www.mover.net, has been revamped to enable viewing by handheld devices. We are going to be transitioning to the new platform during March, so some functionality may not be available. If you encounter a problem or cannot access the information that you're seeking, please let us know. Thanks for your patience!

MEMBERS NEED TO UPDATE THEIR LISTINGS

The spring issue of CAM's magazine and member directory is going to be printed in just over a month from now. We will be sending our magazine to almost 1500 contacts. Members - please make sure your membership is active to be assured of being included in the directory and send us any changes to your contact details to make sure the information that we publish about you is up-to-date. Contact CAM to [join or renew](#) your membership or update your contact information.

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.

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