



## **TRANSPORTATION OF HOUSEHOLD GOODS IN USA – CONSUMER PROTECTION REGULATIONS**

The US Department of Transportation's Federal Motor Carrier Safety Administration has issued interim final Consumer Protection Regulations for the Transportation of Household Goods. They can be seen at [www.mover.net/cam/content/FCMCA49-375.pdf](http://www.mover.net/cam/content/FCMCA49-375.pdf) and are in effect now.

The regulations govern the interstate transportation of household goods. They incorporate the latest technical amendments. In the preamble to these regulations, FMCSA states that "this amended final rule will benefit both the industry and consumers by more accurately reflecting current industry practices." It is definitely worth your while to review this document, as it could affect your US operations.

### **THE CANADIAN MOVER**

*The Canadian Mover* is in the mail. If you have not received it yet, you will in the next few days.

Thanks to everyone who contributed to the publication.

When you receive it, check your listing. Your listing contains the address and company information we are using for our online membership directory and the listings of Certified Canadian Movers.

### **CERTIFIED CANADIAN MOVER PROGRAM**

The Canadian Association of Movers has been holding a series of meetings across Canada to introduce the Certified Canadian Mover Program to members and non-members alike. We have already held meetings in Montreal, Ottawa, Vancouver and Calgary.

A meeting is planned for Halifax shortly. Watch for announcements about future meetings.

The program is being greeted with lots of enthusiasm. Members who are using the program find that it gives them an edge in their sales and marketing programs. Membership in the program is free to all CAM members who qualify. It only requires that you provide CAM with a little documentation by fax and a signed Code of Ethics form.

- Business licence (operating authority, municipal business licence, etc.)
- Incorporation certificate (title page only)
- The header from your GST form
- Workers Compensation certificate or header from your form
- Insurance certificate showing \$1 million in liability, \$250,000 cargo coverage, and expiry date
- A signed Code of Ethics form (available on CAM's website)

Over 20,000 flyers have been shipped to members and are now in use in the marketplace. They can be ordered from the CAM office for \$25 per 100 flyers.

### **NEWSPAPER AND MEDIA COVERAGE**

CAM is now receiving significant numbers of requests for information as content for newspaper and magazine articles. At [www.mover.net.cam.edge/ottcit.pdf](http://www.mover.net.cam.edge/ottcit.pdf), you can see an example from the *Ottawa Citizen* on May 1, 2004.

### **BETTER BUSINESS BUREAU**

Bob Whitelaw, president of the Canadian Council of BBBs, has left the BBB for other employment. On a month-to-month basis, he was responsible for providing CAM with the moving and storage industry's ranking in the BBB's lists of consumer inquiries and complaints. In March 2004, moving and storage ranked second in inquiries and fourth in complaints.

Many of the Bureaus across Canada are referring both inquiries and complaints to CAM. In turn, CAM refers inquiries to members in the consumer's area. By now, you probably have seen several referrals through this process.

### **CAM'S 8TH ANNUAL GOLF TOURNAMENT**

CAM's 8<sup>th</sup> annual golf tournament will be held on Tuesday, September 21, 2004. Mark your calendars.

By popular request, we will be returning to the Cardinal Golf Club north of Toronto.