

---

# **Toronto Police Service**

---



## **55 DIVISION Project “OVERHAUL” Press Conference Information**

**Superintendent Selywn FERNANDES #3160  
Inspector Mary Lee Metcalfe #2080  
Detective Sergeant Adrienne Johnstone #8159  
Detective Kevin Hooper #8652  
Detective Thomas Imrie #5139**

At the end of February, 2010, the 55 Division CIB and the 55 Division Fraud office received a number of occurrences involving 2 moving companies, Indo-Pak Movers and Desi Movers. Further investigation revealed a number of clone and/or associated companies: Comfortable Movers, Elizabeth Movers, Dynamic Movers Master Movers, Supreme Movers, Pacific Van Line Moving Inc, Xpress Movers and A1 Express Movers. All of the named moving companies are associated to 2 numbered Ontario incorporated companies, #1715129 Ontario Limited and #1715130 Ontario Limited.

The victims reported to police that they located the moving companies in local newspapers and/or through online classified ads on free websites such as Craigslist and Kijiji. The victims reported to police that they would contact the named company through the number located in the ad and speak with someone who identified him or herself as a representative of the company.

Both the victim and the company representative would agree to a price for the service of a move over the phone, which typically involved two movers and a truck at a rate of \$38.00 to \$40.00 per hour, plus 1 hour of travel time. The victim would also receive a quote specifying the number of hours required to complete the move and in closing the company representative would advise the victim there would be no additional and/or hidden charges to complete their move.

On the day of the move, two movers and a truck would arrive at the victim's residence and begin the scheduled move. The victim would then be asked for a cash deposit at some point, either just prior to starting the move or halfway through the move. The victims would hesitate and question the mover requesting the deposit since a deposit was never mentioned during their initial discussions with the company representative. The movers would advise the victim that the deposit was required for insurance purposes and the victim would be reimbursed in full at the completion of the move. The victims would further question the movers to which the movers would direct the victims to contact their head office for a detailed explanation.

The victims would then contact head office and usually speak with the same company representative they originally made their moving arrangements with. However, this representative would now claim to be a different person and apologize to the victim for the previous call takers mistake. The

company representative would sometimes go so far as to assure the victim that the original call taker would be fired for their neglect. The company representative would then advise the victim that it was her company's protocol to receive an insurance deposit at the beginning of the move which would insure the victim's property in case of damage as a result of the move.

The company representative would re assure the victim that the insurance deposit would be reimbursed at the completion of the move so long as nothing was damaged. The company representative would further assure the victim that her movers would sign a document with them confirming a cash deposit was made and in what amount.

The victims still feel hesitant, but under the belief that they would be reimbursed would pay the cash deposit and sign a "deposit form", which as stated victims were advised was an insurance deposit. This document also confirmed the victim's new and old addresses and contact phone numbers.

The victims would pay this insurance deposit, based solely on the belief that it was a deposit for insurance purposes, as stated by the company representative. In addition, as stated the victims were advised that they would be reimbursed at the completion of the move.

Insurance deposits paid were between \$350.00 and \$500.00 in cash.

**At no point were the victims told that they were signing a contract.**

Once all of the victims' property was on the moving truck, the movers would contact their head office and receive direction and how to proceed against the victim.

The movers would then give the victim an invoice, in the range of an additional \$500.00 to \$2500.00. The movers demanded payment be made in cash or a bank draft immediately. The victim would refuse to pay the exorbitant amount and contact the moving company's head office.

The victim would then speak with the same person who had advised them that they had to pay a cash insurance deposit. The call taker would now be extremely ignorant and very aggressive with the victims advising them they had only 3 options:

1. Pay the amount or they would be sued civilly and have their credit rating affected.
2. Pay the amount or their property would be held and not returned.
3. Pay the amount or their property would be dumped on the spot.

The victims were completely unaware of their consumer rights and fearful that their belongings would be damaged, discarded or taken away from them challenged the call taker.

The victims were then told they had signed a contract and the moving company can now do and charge whatever they wanted and the victim could do nothing about it.

The victims were further advised that since they signed a contract they must pay whatever price the movers decided or their property would be kept from them, their property would be tossed off the back of the truck and in addition they would be civilly sued and have their credit rating destroyed.

The victims would, under great duress, feel at that time that they had no other option then pay the excessive amount in order to complete their move and get their property back.

The victims have since contacted the Toronto Police Service and reported their encounters with the named moving company's. They victims reported that they were being extorted for more money and that their personal property was being held for ransom.

The dynamics varied only slightly in each case depending on the victims demographics. In one horrific case, the movers were so aggressive with an elderly woman that they caused her to have a panic attack and collapse. An ambulance attended and rushed the victim to a nearby hospital and during that time the movers tossed all of her property off the back of their truck into a pile in the middle of a parking lot to be damaged by the falling rain.

There are variations to the tactics used by the moving companies for each incident, but they all have a similar pattern, as described.

**The involved named parties are:**

Syed Altaf HUSSAIN

Arif Adnan SYED

Syed Amit Monwar HUSSAIN

Syed Tamim Rejw HUSSAIN

Vanessa Longhurst

Clyde MUFFTY

Scott SLATER

Jimmy VEILLEUX

Joseph LIMA

**The involved named moving company's are:**

Indo-Pak Movers

Desi Movers

Supreme Movers

Comfortable Movers

Dynamic Movers

Dynamite Movers

Elizabeth Movers

Pacific Van Line Moving Inc

Master Movers

A1 Express Movers

Xpress Movers

**The business addresses for the above companies include**

50 Munham Gate, Unit #1, Scarborough

675 Kennedy Road #612, Scarborough

1370 Kennedy Road #37, Scarborough

2343 Brimley Road #821, Scarborough

**Toronto Police Asset Forfeiture Unit**

In regards to the Asset Forfeiture Unit, we anticipate the seizure of 13 moving trucks and two vehicles which have been identified as **offence-related property (ORP)**. We will also likely seize computers and other items identified as ORP which are being used to run this criminal operation

On take-down day we will provide an up to date accurate figure of what was actually seized.

The definition of ORP is found in section 2 of the code. Basically ORP is **anything** used in **any manner**, or **intended to be used in any manner** in the commission of an **indictable offence**. We are alleging that the accused parties used the moving trucks, property etc. to facilitate the frauds, extortions and as such the property would be subject to forfeiture upon conviction pursuant to 490.1 CC.

**Post Take-Down**

It is anticipated that there may be a flood of reports to police after this take down. Officers are asked to take detailed, descriptive report, including a

signed victim statement. Officers are requested to submit an E-Cops report and to forward the reports to Detective Constable NURI #8625 of 55 Division Criminal Investigations Bureau.

## **PRESS CONFERENCE**

In February 2010, 55 Division received a number of complaints from citizens relating to moving companies changing their fees and charging exorbitant amounts of money for moving jobs.

In each incident, a contract had been presented by the moving company employees to the police causing officers to believe that the situation was civil in nature. However, after a thorough investigation, criminal aspects in each of these incidents came to light, and a criminal enterprise was uncovered. The criminal charges revolve around the false representation of contract and fraudulently obtaining their fees. In a number of cases, when the money was not paid threats were made and victims were forced in to paying the suspects. In some instances, property was damaged by the movers when cash was not paid.

A joint investigation involving the 55 Division Criminal Investigations Bureau, Fraud Office, Major Crime Unit and Community Response Unit, with the assistance of the Toronto Police service Fraud Squad, has led to 9 suspects being identified, and 150 criminal charges being laid. The substantive charges are: Fraud Under \$5000, False Pretences, Extortion, Mischief, Conspiracy to Commit an Indictable Offence.

14 Moving trucks, one Mercedes, one Audi, and other company related assets have been seized as offence related property.

This investigation is ongoing, and further updates through corporate communication will be available in the future.