

CAM News & Updates - February 1, 2017



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President's Message

A new year, one with potentially more economic change than has ever been experienced. It is widely accepted as a truism today that change is the only constant. I believe that to be true. What complicates the situation is the rapidity of change and level of uncertainty over a broad horizon. This level of uncertainty has only been experienced by the majority of western society during the two world wars of the last century. This is not all doom and gloom; the world survived and, in many areas, prospered. [Read more.](#)



Marketplace investigates movers

In a recent episode, **CBC's Marketplace** aired their investigation of a couple of moving companies with questionable business practices. This episode reveals in shocking detail the harm that rogue moving companies do to consumers and to the reputation of the moving industry as a whole. Consumers need to do their homework before hiring a mover and check out the mover's reputation with reliable sources, such as CAM, the Better Business Bureau and their provincial consumer protection agency. Reputable movers need to train their sales people to educate and inform consumers about the perils of hiring a sub-standard mover. **CAM Director Jim Carney** was filmed for the episode. View the [episode](#) .



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CAM press release on brand hijackings

On January 24, CAM issued a press release to warn consumers and movers to be vigilant of rogue movers hijacking reputable mover brand names in order to lure consumers to their companies. Consumers think they are hiring a brand name, professional mover only to find a rogue business showing up on moving day. Consumers need to do their homework and validate the credentials before hiring their prospective mover. From time to time, movers need to check their company name using a search engine, just to make sure links are working properly and take users to their company and not a rogue business. [Read more](#)

Quebec Statement of Wages 2016

Quebec's Committee on Standards, Equity, Health & Safety has issued a provincial Statement of Wages for 2016. Here's a link to access their [report](#) (note - you will need employer access codes).

Atlas Van Lines releases 2016 Migration Patterns

Atlas Van Lines just posted its *2016 Migration Patterns* on its [website](#). In Canada, "three of the Canadian provinces registered changes from 2015 to 2016, with Newfoundland and Labrador moving from balanced to inbound. Nova Scotia shifted from balanced to outbound, and Prince Edward moved from balanced to inbound in 2016."

Customs clearance into the UK update

According to the **British Association of Removers (BAR)**, their reps met with Her Majesty's Revenue & Customs (HMRC) concerning changes in their ToR legislation. While the legislation is not going to be reversed, changes to improve the process are expected by the end of March 2017. [Read more](#)

Welcome new members

CAM welcomes these new members to the Association.

TWO MEN AND A TRUCK® - Winnipeg, MB

Royal Moving & Storage Inc. - Mississauga, ON

[View member directory](#)

Ogilvy Insurance

20-year CAM member

Ogilvy Insurance is celebrating 93 years in business. Actively involved in CAM for the past 20 years, **David Ogilvy** has served on the CAM Board for the past 9 years and is currently its Secretary-Treasurer, a Membership Committee member, and Co-Chairman of the Convention Committee. [Ogilvy Insurance](#) has provided specialized insurance programs for movers across the country for the past 25 years with offices in Toronto and Montreal. Call them today!



Mover's Equipment & Supplies

2017 prices

Check out **Mover's Equipment & Supplies'** new rental price list for 2017 on their [website](#). Here's a [peek](#).



Move for Hunger wants your vote

Twenty-five non-profits in the USA have been chosen from nearly 500 nominations to compete for \$100,000 in funding as part of *The Renewal Awards*, a project of The Atlantic and Allstate. The competition aims to recognize local organizations driving positive change in their communities and bringing progress to the country. **Move for Hunger** is seeking your vote to be a winner of a \$20,000 grant. You can [vote](#) until Friday, Feb. 17.



Job opportunities

New job opportunities in the Kelowna and Toronto areas have been posted on CAM's [website](#).

Trailers & moving company for sale

We've posted an ad for some trailers for sale in the Toronto area on CAM's [website](#). You'll see there's a moving company in South Western Ontario for sale there as well.

Start the New Year off right

Have you been waiting for the right time to start improving your health? Have you wanted to make small changes in your life that will keep you-and others-safe on the highway? There's no better time than at the start of a new year. Here are seven great ways you can resolve to start 2017 off on the right foot from **Penske Truck Leasing**. [Start the New Year Off Right](#).

Did You Know?

CAM worked very hard to promote its members in 2016. We received calls from consumers looking for movers and **we made 951 referrals to members**. This is a 40% increase over our 2015 caller referrals! Consumers enquired about 397 movers for their upcoming moves and 42% of them were CAM members who we recommended. 183 complaints about movers were filed with us in 2016 and 8 out every 10 involved non-members. Complaints about CAM members are subject to our complaints-handling policy which is designed to resolve such

issues. And of course CAM's membership is increasing steadily. We currently boast 403 CAM members. Contact us to find out [what CAM can do for you](#).

Send us your news

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.

Send news

Canadian Association of Movers

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President's Message

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We as Canadians have the unique opportunity to be leaders in promoting positive change – socially, technologically and economically. Whatever happens to our neighbours to the south will have an inevitable impact on us, but it cannot be allowed to change who we are.

In our industry, our neighbour's border may become more complicated to cross. New trade rules seem inevitable. How and when is to be determined. In the end, they will still be our biggest trading partner for the foreseeable future. We will cope.

Concurrently our second biggest trading partner, the European Union is also undergoing upheaval. The foundation of the organization is being rocked. The departure of the UK, the economic woes of Greece, Italy and others all are weakening the largest political and economic experiment of the last 100 years. How we trade with the UK and the EU will continue to evolve. We will cope.

2017 will be a challenging year, there is no doubt. Meeting the challenge head on will only make us stronger. How we meet the year – positively and with goodwill – will also make us better. I look forward to the challenge.

Respectfully,



Patrick Greaney
President
Canadian Association of Movers

February 2017


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SOURCE: Canadian Association of Movers



January 24, 2017 07:00 ET

Canadian Association of Movers Warns Public about Brand Hijackings

MISSISSAUGA, ON--(Marketwired - January 24, 2017) - "I thought I'd hired a reputable brand-name company for my move but that's not who arrived on moving day." That's what consumers have been telling the Canadian Association of Movers (CAM) recently when they call to complain about their terrible moving experiences.

In the last several months, CAM has received many complaints from consumers and credible movers about rogue businesses representing themselves as reputable moving companies to the buying public. Consumers are being led to believe they've hired a professional brand name moving company but another company shows up on moving day, when the consumer has no choice but to proceed with the transaction. The experience usually ends up with the consumer's goods being held hostage for more money, delivery delays, and losses or damage to treasured possessions.

This criminal element representing themselves as reputable, professional movers is increasing at an alarming rate and the rogue businesses have found some innovative ways to scam unwary consumers lately:

- They are using brand names of reputable moving companies in their search engine advertising to mislead consumers -- this is called brand hijacking.
- They are operating under names that are very similar to well-known brand names of reputable moving companies.

Canada's long standing van lines have been especially victimized by the rogue businesses. These traditional van lines have built their reputations through years of delivering quality services to customers. These brand names signify trustworthy services at fair market value:

- Allied Van Lines Canada
- Atlas Van Lines (Canada) Ltd.
- Great Canadian Van Lines Ltd.
- Mayflower Canada
- North American Van Lines Canada
- United Van Lines (Canada) Ltd.

"The Atlas name has been hijacked numerous times in the past year by rogue companies," said Atlas Van Lines President, Barry Schellenberg. "They are using our brand name and those of our competitors to get business. As an industry, we are very concerned about the number of people who are being scammed. Consumers need to be extra diligent as a good percentage of movers listed on a search engine are rogue companies."

Consumers can take four simple steps to help protect themselves from these unscrupulous companies.

1. Check out a prospective mover's reputation with CAM. As Canada's association for the moving industry, CAM promotes quality services by reputable movers who have established themselves as credible, reliable companies who adhere to CAM's strict code of ethics.
2. Verify any logos, identifiers or affiliations being used by the mover to 'sell' their moving services. If they promote themselves using the brand of a trustworthy organization, consumers should verify it with that organization.

- 3. Avoid online quotes or bookings with movers who do not show a business address or contact information other than a phone number. The quotes often come from one company operating under multiple names. Rarely are they legitimate movers with trained workers and professional equipment.
- 4. Contact the local Better Business Bureau, for references.

Movers can take some steps to protect themselves and their brands from these fraud artists too.

- 1. A mover should periodically search for their company name on search engines. If they find linkages to companies other than their own, they should report the fraudulent activity to the search engine's Trademark Violation division.
- 2. Movers should also display any legitimate identifiers they are entitled to use -- in their correspondence, website, sales tools -- to separate themselves from the rogue element. Sales staff should be trained to encourage their customers to validate their affiliations, as well as those of their competitors.
- 3. They should also contact their legal representatives to ensure their brands are registered and adequate protections are in place in the event of fraudulent use.

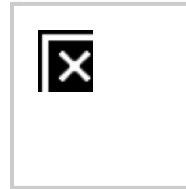
About Canadian Association of Movers (CAM)

Consumers can contact CAM for assistance in finding an ethical moving and storage company that will provide professional moving and storage services -- a mover that subscribes to [CAM's code of ethics](#), meets CAM's business standards and commits to mediation in the unlikely event of a dispute.

Contact Information

Contact Information

Canadian Association of Movers
 1-866-860-0065
 Email admin@mover.net
www.mover.net



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FW: ToR Meeting Update

From: Membership Services [mailto:membershipservices@bar.co.uk]

Sent: Tuesday, January 31, 2017 9:33 AM

Subject: ToR Meeting Update



Dear Overseas Group Member

ToR Meeting

As had been previously advised, representatives from the BAR attended a meeting with HMRC on January 30th to discuss our specific concerns relative to the changes in ToR legislation. In advance of that meeting, the BAR had identified numerous technical and operational concerns to HMRC which formed the basis for the agenda at the meeting. We are pleased to be able to report that the HMRC officers who attended, accepted that there are indeed flaws in the process of how these changes have been communicated and implemented, and they adopted a very conciliatory and reasonable approach to the concerns raised. Clearly the legislation is not going to be reversed, but we are confident that our concerns have been taken on board, and that HMRC have taken away the action to consider how to adapt the process and to consider workable solutions to allow our Members, their partners and their customers, to ensure complicity with the legislative changes. HMRC staff are extremely keen to address those issues/concerns without further delay and timelines have been agreed to advise on any further process changes or updates by the end of March. As we have previously requested, can we respectfully ask that any comments or concerns are addressed through the Overseas Group rather than directly to HMRC. Issues now actively being worked on by HMRC and the representatives from The BAR include the following;

1. A proposed new e-mail address for TOR01 online application
2. TOR01 online form:- Side notes to help shipper completing form, printable version or full view version.
3. Staffing and processing problems during peak times
4. Technical clearance issue (customs codes)

It is important to note that the date for mandatory completion is still 31st March 2017 and the focus of our attention is in obtaining resolutions to the outstanding issues by that date and we will continue to keep you updated on progress made in the interim.

Kind regards

Ian Palmer

BAR Overseas Group Chairman



**INVESTORS
IN PEOPLE**

The British Association of Removers is a company limited by guarantee registered in England & Wales having its registered office at the above address. Registered number 133531.