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Visit Our Website!

President's Message

In three weeks we will be engaged in our annual conference, this year in Montreal. As we have said in all our recent announcements, this will be event focused on CHANGE. Our speakers will address many aspects of change as applies to all of our business endeavours.

Over the preceding few months our members have been confronted with a very busy season that, in many areas, was much unexpected. This year we experienced, I believe, more incidents of consumer complaints involving their understanding of "released liability". It would seem that either they don't want to understand what it means or that it has not been completely explained. To reiterate, to all of us this means that the carrier's liability to the shipper is limited to \$0.60/lb for damages and/or losses if no additional coverage is agreed to. This is a very minimal amount considering the importance to the shipper of the goods being shipped.



Patrick Greaney,
CAM President

I believe we must look to ourselves in how we present this very significant issue to our customers. As professionals, we must be extremely open about the significance of this responsibility. As movers, we know that there is the potential for damages and items that may go astray. As such, we must utilize the most efficient methods possible...

Read more

CAM Annual Conference **Join us in Montreal on November 19-21, 2017!** **REGISTER TODAY**

Our registration numbers are growing. We have such an excellent program this year. With all the change going on in our industry, wouldn't you want to hear about it first hand? If you've been putting off registering, don't wait any longer. We need to know you're coming to Montreal now so please **register today!**



*Change - Today's
New Constant*

We have 15 vendors registered for our trade show and they are waiting to show you their latest, and the industry's best, products and services.



Register

Hotel update

Due to the interest in joining us in Old Montreal, our block of standard rooms at the Hotel William Gray, at the preferred room rate of \$180 per night, is sold out.

We may be able to get a preferred rate of \$250 per night for deluxe rooms at the William Gray or standard rooms at a preferred rate of \$180 per night at their sister hotel, Hotel Place D'Armes, just a few minutes away. Let us know if you [need a room](#).

(Add tax to all rates.)



CAM assists Toronto Police

The **Toronto Police Service (TPS)** has been responding to numerous consumer complaints

regarding several 'rogue' movers. Unfortunately, the situation is not unfamiliar ... the consumer moved in good faith only to have all of their possessions unlawfully withheld from them for months, or the moving company demanded exorbitant additional fees to deliver their goods.

On October 24th, officers from the Financial Crimes Unit of the TPS conducted simultaneous Search Warrants at two locations associated to Green Moving and Storage. They successfully [seized](#) several shipments. CAM has arranged for the delivery of goods back to the victims courtesy of some of our member companies. These shipments will be completed in the coming weeks in time for the Holiday Season.

The Mover's Choice Inc.

[A 10-year CAM member](#)

We take immense pleasure in introducing to you [The Mover's Choice Inc.](#), a 29-year-old company in the moving equipment rental industry. Let our unbeatable [prices](#), high-caliber equipment and excellent customer service speak for itself. Ask us about our [Monthly Special Pricing](#). Visit [our website](#) or call us at 905-6702778. You are one phone call away from saving your company tons of money!!!



Companies for sale

Thinking about expanding? We have a few postings on our website for moving companies for sale. Visit our Buy and Sell area for [details](#).

Job opportunities

Need a change of scenery? We have a few job opportunities posted on our website. Find out if there's an [opportunity](#) that interests you.

4 Things to Know About Your Fire Extinguisher

You wouldn't dream of starting your route without checking your gas gauge or tires. But when was the last time you checked your onboard fire extinguisher? Read more in **Penske's** latest *Safety Bulletin*, [4 Things to Know About Your Fire Extinguisher](#).

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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Over the preceding few months our members have been confronted with a very busy season that, in many areas, was much unexpected. This year we experienced, I believe, more incidents of consumer complaints involving their understanding of "released liability". It would seem that either they don't want to understand what it means or that it has not been completely explained. To reiterate, to all of us this means that the carrier's liability to the shipper is limited to \$0.60/lb for damages and/or losses if no additional coverage is agreed to. This is a very minimal amount considering the importance to the shipper of the goods being shipped.

I believe we must look to ourselves in how we present this very significant issue to our customers. As professionals, we must be extremely open about the significance of this responsibility. As movers, we know that there is the potential for damages and items that may go astray. As such, we must utilize the most efficient methods possible to avoid or at least minimize damages. Concurrently we must be meticulous in documenting the goods that have been picked up and then delivered. Lastly, as professionals, we must present the need for appropriate levels of coverage to the customer to minimize their exposure to loss or damage. How we as an industry and members of CAM handle this aspect of the services provided is extremely important and must be presented as a priority, openly and transparently. This is a fundamental point that differentiates CAM members from the rogues.

Coincidentally, over this past season, we were approached by a joint task force of the RCMP and the Toronto Police Service to assist consumers that had fallen prey to a consortium of rogue movers operating in the Toronto region. Initially, having received complaints for hijacking, inflated billings and outright fraud, the joint task force investigated and identified one group with up to 85 shipments being held to ransom. CAM was contacted and asked if we could assist the victims involved. Our membership leadership agreed to assist. In the end, they could only complete documentation on eight shipments and secured a warrant to seize those shipments from a warehouse run by the consortium. In implementing the warrant, multiple locations were raided. Only three of the eight shipments described in the warrant were located at the prime warehouse. The others have either been moved to other locations or the owners succumbed to the demands and delivered the shipments. The owners were arrested and have been charged with multiple offences. This is a first and, hopefully, not the last time people who take advantage of people requiring moving services are taken to task. If nothing else comes of this, at least consumers will become aware of their responsibility to look beyond the low prices being offered as enticement.

The three shipments were removed to the Toronto Police Property Unit. As the mover of record for the Toronto Police, Bedwell/Guardian handled this move.

As for the final delivery to the owners, Premiere Van Lines has again stepped up to move two of the shipments to their owners. Rawlinson Moving & Storage Ltd. will be handling the other local delivery.

At this point, I wish to thank the Association leadership, membership and, very importantly, Marian McGuire for the past year. It has been an honour to have been able to serve. I pass on the mantle of President at the end of November to Nancy Irvine. She has already jumped in to support the organization and I know she will continue to serve the Association faithfully.

Respectfully,

A handwritten signature in black ink, appearing to read 'Greaney', with a stylized, cursive script.

Patrick Greaney
President
Canadian Association of Movers

November 2017