



Canadian Association of Movers Warns of the Increase in Moving Scams

June 28, 2022 / Toronto - Historically, about 4.5 million Canadians move every year. And these Canadians trust that that the movers they've hired will move their family possessions safely, securely, and at the price they've contracted and thus budgeted for.

We, at the Canadian Association of Movers, or CAM, know that this is not happening.

There are con artists and scammers who are victimizing Canadians on the move by offering unrealistic quotes; using fraudulent paperwork; damaging consumers' goods and not honouring their claims; and charging hidden fees well beyond the estimate then holding the goods for ransom until they get the money they are extorting.

"CAM has seen an increase in the number of incidents in which consumers are being victimized by rogue operations who call themselves movers," says Nancy Irvine, President of the Canadian Association of Movers. "This trend has skyrocketed in the past few years, during the pandemic, with opportunistic, faceless scammers capitalizing on the new trend in which 90% of consumers go online to source their services," she continues.

"The seizure of property and arrest of Cemal Ozturk and Dogan Celik by the Toronto Police Service on June 24, 2022 is a huge step forward for our Canadian moving industry," continues Irvine. "The Canadian Association of Movers supports the Toronto Police Service unequivocally in this operation and applaud Constable Long for his diligence in pursuing justice for the victims of these individuals."

But these individuals are not the only ones running fraudulent moving services.

Consumers believe they are doing their due diligence by comparing quotes from several of these online companies and then will choose based on the lowest price quoted. In fact, all of those companies may be the same company operating under different identities, thus improving their odds that the consumer will choose them. Their low-ball estimate ends up being the most expensive after the scam has played out until the end.

Consumers must become aware of the risks involved in making wrong choices. The selection of a mover based on price alone – with no visual survey to support the quote, no validation of the business they're hiring, and no professional paperwork – is an invitation to a bad move. Once the move has begun to go wrong, there is little, under current regulations, that can be done to stop it.

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About Canadian Association of Movers (CAM):

CAM, as Canada's only moving industry trade association, is working hard to ensure that consumers receive quality, professional services, by setting ethical standards, using trained staff and equipment, and being attentive to consumer needs and existing legislation. CAM is identifying rogue movers that are cheating and abusing Canadian consumers and helping consumers find trusted, reputable movers. Visit www.mover.net for more details.

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Moving? It's your responsibility to make an informed choice. It's our responsibility to help you make it.

Canadian Association of Movers advice to consumers, to better protect themselves and others from rogues, is simple and practical. Do your due diligence before hiring a mover, as you would before purchasing any other major service.

- Get at least three written quotes from different sources. Remember that the cheapest price might turn into the costliest move.
- Check out the mover's reputation with credible agencies, such as the province's consumer protection agency, the local BBB (www.bbb.org) and CAM (www.mover.net). Rogues and scammers won't be able to substantiate a good reputation and fraudulent use of reputable logos reflects a mover's unreliability.
- If searching for a mover over the Internet, check out their reputation through online sources other than their own website. Remember – good reviews can be bulk purchased or, more commonly, put up by friends and family to bump up that company's star rating and bad reviews can be by disgruntled, and often uninformed, customers or competitors.
- Demand that the mover put their quote and promises in writing beforehand. Rogues won't want a paper trail.
- If you've been robbed, extorted or threatened – contact your local police service.
- If you've not received the services as contracted and paid for, contact the provincial consumer protection agencies involved, the BBB and CAM.
- ACT IN YOUR OWN BEST INTEREST – before and after the move. Help to bring the scammers into the light where their shady business practices can be addressed.

To find a trusted and reliable mover who adheres to a code of ethics, please contact Canadian Association of Movers at 866-860-0065 or www.mover.net/finding-a-mover

To learn more about moving scams, please link to CAM's consumer alert section at <https://www.mover.net/planning-a-move/consumer-alerts>