

**AMERICAN MOVING & STORAGE ASSOCIATION
DISPUTE SETTLEMENT PROGRAM**

USE THIS FORM TO REQUEST ARBITRATION

The American Moving and Storage Association operates its Dispute Settlement Program pursuant to the guidelines provided at Section 14708 of Title 49, United States Code, as amended, under authority of the US Department of Transportation.

Use this form to request arbitration if you have a dispute with your mover that you have not been able to resolve, regarding 1) articles in your shipment that were lost, damaged or destroyed during your move, or 2) additional charges that were billed to you by your mover after your shipment was delivered.

Under the rules of the program, your request must be submitted in writing. Use this form to submit your request for arbitration and to provide us with the information that we will need to process your request. Be sure to complete both pages of this form. If you choose to put your request for arbitration in the form of a letter, take care to include all of the information that we have requested on this form.

Your name: _____ Date: _____

Your address: _____

City: _____ State: _____ Zip: _____

Your telephone number: _____ E-mail address: _____

To expedite your request, please provide us with the information requested below:

Name of your MOVER (company name)	
Shipment or bill of lading number	
What is the mover's address?	
If mover is an agent for a van line, which one?	
What is the AMOUNT IN DISPUTE?	
Did the mover offer a settlement?	YES NO
If Yes, how much?	
City & State You Moved FROM:	
City & State You Moved TO:	
Date Your Shipment Was PICKED UP:	
Date Your Shipment Was DELIVERED:	
Did the shipment move under your name?	YES NO
If not, whose name did the shipment move under?	

Be sure to complete ALL pages of this form (Revised 09/2010)

WHAT TYPE OF DISPUTE are you seeking to arbitrate? Please check box(s) below.

LOSS OR DAMAGE to the articles that were transported in your shipment.

DISPUTED CHARGES — Additional charges that your mover billed to you after your shipment was delivered.

(Charges for services that your mover collected when your shipment was delivered are not subject to the mandatory arbitration provisions).

How much does arbitration cost? To maintain a fair and neutral position, our program is administered by the National Arbitration Forum (Forum). The Forum is a completely independent, non-governmental organization that is not affiliated with either the American Moving & Storage Association or with any household goods moving company. The Forum currently charges a fee of \$650 to arbitrate most cases. As the party instituting the case, you will be asked to pay a portion of the fee - \$300 - when your case proceeds to arbitration (unless your mover agrees to pay your share of the fee). Disputes over \$10,000 are subject to an additional fee based on the amount in dispute.

Because many disputes are settled before arbitration, DO NOT INCLUDE the administrative fee or detailed documents supporting your position with your initial request. Instead, AMSA will request this information from you later if your dispute cannot be settled and your case proceeds to arbitration with the FORUM.

**Return the completed form to the: American Moving & Storage Association
Attention: Dispute Settlement Program, 1611 Duke Street, Alexandria VA 22314-3482
Fax Number (703) 683-7524**

More information on this program, including the current schedule of fees, is available on our website, www.moving.org.

DESCRIBE YOUR DISPUTE ON THE NEXT PAGE

Describe your dispute - including how you believe your claim could be resolved by your mover (attach additional sheets if you need more room):