

# AMERICAN MOVING & STORAGE ASSOCIATION PROMOVER PROGRAM

## USE THIS FORM TO FILE A COMPLAINT

The American Moving & Storage Association operates the ProMover program to promote ethical principles and practices in the moving and storage industry. Visit [www.moving.org](http://www.moving.org) website for more information on this program and a current list of AMSA ProMovers.

**WHAT TYPE OF COMPLAINT DO YOU HAVE WITH YOUR MOVER?** If you have a complaint regarding 1) shipment delay, 2) the quality of service that you received during your move, or 3) another type of complaint that does not fall within the guidelines for arbitration, use this form to file your complaint with the AMSA ProMover Program.

**DO NOT USE THIS FORM** - 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. Instead, use the Request for Arbitration form if you wish to submit your dispute to arbitration.

Be sure to complete both pages of this form. If you choose to put your complaint in a letter, be sure to include all of the information that is requested on this form.

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

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?	
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)**

**Describe below your complaint about your mover:**

**Describe below your mover's response to your complaint:**

**Describe below how you believe your complaint could be resolved:**

**Return the completed form to:**

**American Moving & Storage Association**

**Attention: ProMover Program, 1611 Duke Street, Alexandria VA 22314-3482**

**Fax Number (703) 683-7524**

**Be sure to complete ALL pages of this form.**